



# Virtual Care Manager

*Version 2.16*

*User Guide*

November 2022

# User Guide

## Table of Contents

<b>1. Overview.....</b>	<b>6</b>
<b>2. Settings and Help .....</b>	<b>6</b>
2.1 Preferences.....	7
2.1.1 Contact Info & Colleagues .....	8
2.1.1.1 Join Another Provider’s Video Visit .....	8
2.1.2 Notifications .....	9
2.1.3 Clinics for Schedules.....	9
2.2 About VCM .....	11
<b>3. External Apps .....</b>	<b>11</b>
<b>4. Feedback UI .....</b>	<b>12</b>
<b>5. Patient Care Tab.....</b>	<b>12</b>
5.1 Patient Search – Select Patient.....	13
5.1.1 Patient Name Search.....	13
5.1.2 Clinic Search .....	15
5.1.3 Ward Search .....	16
5.2 Appointments.....	18
5.2.1 Upcoming Appointments .....	18
5.2.1.1 Appointment Filter .....	18
5.2.1.2 Appointment Details View.....	19
5.2.1.3 Add Guests .....	20
5.2.1.4 Add VA Staff.....	21
5.2.1.5 Start a Video Visit .....	22
5.2.1.6 Cancel Appointment.....	22
5.2.2 Create New Video Visit.....	22
5.2.3 Create New ATLAS Appointment .....	28
5.2.4 Resend Video Appointment Information .....	33
5.2.5 Guests.....	34
5.2.6 VA Staff.....	35
5.2.7 Additional Instructions.....	35
5.3 Patient Data.....	37

5.3.1	Vitals.....	37
5.3.1.1	Vitals Filters .....	37
5.3.2	Lab Orders .....	39
5.3.2.1	Lab Orders Filters .....	39
5.3.3	Chem/Hem .....	40
5.3.3.1	Filters .....	40
5.3.4	Microbiology .....	40
5.3.4.1	Microbiology Filters .....	40
5.3.5	Pathology .....	41
5.3.5.1	Pathology Filters .....	41
5.4	Documents .....	42
5.4.1	Progress Notes .....	42
5.4.2	Discharge Summaries .....	43
5.4.3	Radiology.....	43
5.4.4	Surgery .....	44
5.5	Condition Graphs.....	45
5.5.1	Weight and BMI .....	45
5.5.2	Daily Calorie Balance .....	46
5.5.3	Activity .....	47
5.5.4	Activity Time by Intensity.....	48
5.5.5	Daily Heart Rate .....	49
5.5.6	Sleep Metrics.....	50
5.6	Requests to Patients.....	51
<b>6.</b>	<b>My Workspace Tab.....</b>	<b>61</b>
6.1	Schedule .....	61
6.1.1	Upcoming Schedule.....	61
6.1.1.1	Schedule Filters .....	61
6.1.2	Schedule List View.....	62
6.1.3	Create New Video Visit for a Single Veteran (Email Only) .....	62
6.1.4	Create New Group Video Visit .....	69
6.2	Managing Group Participant List .....	75
6.3	Guests .....	78
6.4	VA Staff .....	79
6.4.1	Details View.....	79
6.4.2	Copy Appointment (Create Additional Appointment) .....	80
6.4.3	Cancel Appointment.....	80
6.4.4	Resend Video Appointment Information .....	81
6.4.5	Remove Group Video Visit Attendees.....	83

6.5	Requests .....	84
6.6	MY VCM Notes .....	86
6.7	e911 .....	91
6.7.1	Set Patient Location and Address Information .....	91
6.7.2	Emergency Use of e911.....	93
6.7.3	After Calling e911.....	94
6.7.4	Technical Support.....	95
6.7.5	Additional Resources.....	95
6.8	Facility Contact Information .....	95
6.8.1	Search by Facility Name and Search by City, State, and VISN .....	95
6.8.2	Favorites.....	97
6.8.3	Facility Not Set Up.....	98
6.8.4	Facility Is Set Up .....	98
<b>7.</b>	<b>Configuration Tab.....</b>	<b>99</b>
7.1	ATLAS Support .....	99
7.1.1	Sites .....	100
7.1.1.1	ATLAS Site Filters .....	100
7.1.1.2	Create New ATLAS Site .....	100
7.1.1.3	ATLAS Sites List View .....	107
7.1.1.4	ATLAS Site Details View .....	107
7.1.1.5	Edit ATLAS Site.....	108
7.1.1.6	Slot Status Report .....	109
7.1.2	Templates.....	110
7.1.2.1	Template Filters.....	111
7.1.2.2	Create New Template.....	111
7.1.2.3	Templates List View .....	113
7.1.2.4	Template Details View .....	113
7.1.2.5	Edit or Delete Template.....	113
7.1.2.6	Applying an Existing Template to an ATLAS Site's Slot Availability 113	
7.1.3	Reports .....	116
7.1.3.1	Reports Filters .....	116
7.1.3.2	Reports Table.....	116
7.1.4	Manage Roles .....	117
7.1.4.1	Manage Roles Filter View .....	118
7.1.4.2	Manage Roles Table View.....	118
7.1.4.3	Add Second Level User .....	119
7.2	Facility Contact Information .....	123
7.2.1	Location Emergency Contact.....	123



7.2.1.1	Filter list of VHA facilities.....	124
7.2.1.2	Verify the Facility Contact Information at the selected site .....	128
7.2.1.3	Edit the Facility Contact Information.....	128
7.2.1.4	Edit Facility Detail .....	129
7.2.1.5	Facility Emergency Notification List.....	130
7.2.1.6	Facility Urgent Telephone Contact Info .....	131
7.2.1.7	Other Facility Contact Numbers .....	133
7.2.2	Manage User Access .....	135
7.2.2.1	View staff with access to Location Emergency Contacts: .....	135
7.2.2.2	Use filters to identify specific users:.....	136
7.2.2.3	Add user access to Location Emergency Contacts: .....	137
7.2.2.4	Remove staff access to Location Emergency Contacts: .....	138

## 8. Clinical Dashboards ..... 139

8.1	Available Dashboards .....	140
8.1.1	Tile View of Available Dashboards .....	140
8.1.2	List View of Available Dashboards .....	140
8.1.3	Searching for Desired Clinical Dashboard .....	140
8.2	Opening a Clinical Dashboard for View .....	141

## 1. Overview

Virtual Care Manager (VCM) integrates telehealth and digital health solutions into the care of our Veterans. Capabilities in VCM include:

My Workspace:

- **Schedule:**
  - View all appointments (video, phone, in-person) by:
    - Authenticated user (default)
    - Other healthcare professional
    - VistA clinic(s)
  - Create, edit and join video visits.
- **Image/Video Requests:** Request photos or videos from patients for review.
- **My VCM Notes:** Draft notes in VCM (which can be sent to CPRS).
- **Facility Contact Information:** View clinic-based telehealth emergency handoff procedure and contacts at all VHA healthcare facilities.
- **e911:** Enter patient location address to obtain a phone number to the local 911 services at the patient location.

Patient Care:

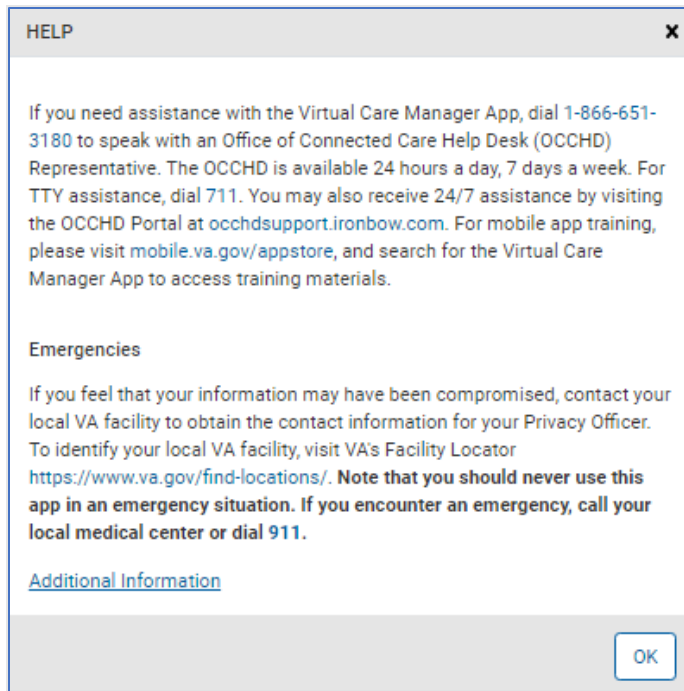
- **Appointments:** View all of a patient's appointments (video, phone, in-person). Create, edit and join video visits.
- **Patient Data:** View vitals and labs, including any data submitted by patients from connected devices (Apple Watch, Fitbit) and apps.
- **Condition Graphs:** View patient data for weight and BMI, daily calorie balance, activity, sleep metrics, and daily heart rate.
- **Image/Video Requests:** Request patients submit photo or videos to providers.

Clinical Dashboards:

- Condition-specific dashboards utilize patient data from the VA's data warehouse and from patient-generated health data (PGHD) to offer insights, trends, and opportunities for intervention.

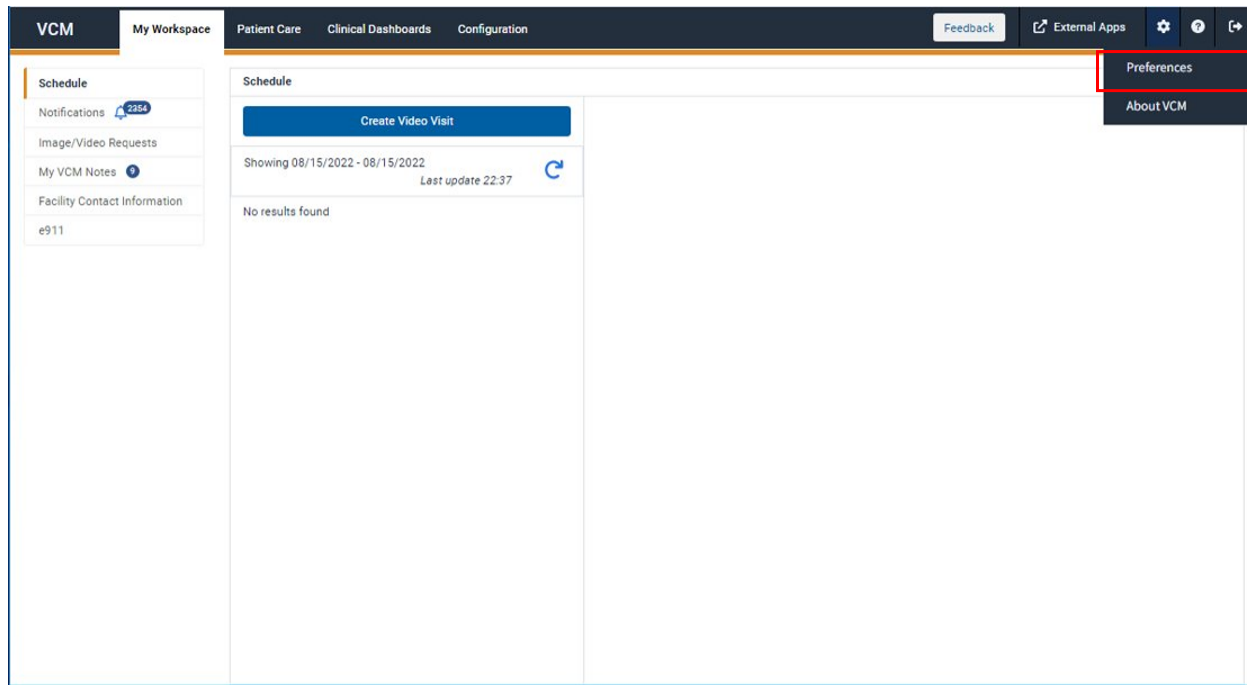
## 2. Settings and Help

Select the **Settings** button with the gear icon on the right side of the toolbar, to see the drop-down menu for Preferences and information About VCM. Select the **Help** button with the question mark on the right side of the toolbar for options for assistance, what to do in case of an emergency and for additional information. All items in the toolbar are available across My Workspace, Patient Care, Clinical Dashboard and Configuration tabs. (See images of **Help** and the toolbar below.)



## 2.1 Preferences

Customize your user experience by selecting **Preferences** from the Settings drop-down menu.



### 2.1.1 Contact Info & Colleagues

The information on the Contact Info & Colleagues tab is used for creating and managing virtual video appointments.

1. New users will need to enter contact information for the first time. Returning or existing users will have some information already included, which should be verified to ensure it is up to date to take full advantage of new capabilities being added to VCM.
2. Add or verify your contact information in the **Contact Info** section. The cell phone number entered will be used for Text Notifications.

Select the **Add Colleague** button to easily add up to five other healthcare providers with whom you most frequently collaborate to easily include them in Video Visits.

**PREFERENCES**

**Contact Info & Colleagues** | Notifications | Clinics for Schedules

**MY CONTACT INFO** \* Required Field

Your contact information will be used to allow you to participate in virtual video appointments.

\* **Primary Email Address (VA):**  **Additional Email Address:**

**Cell Phone for Text Notifications:**  **Work Phone:**  **Ext:**

**COLLEAGUES**

Select up to 5 colleagues you most often include on patient interactions.

#### 2.1.1.1 Join Another Provider's Video Visit

1. In Preferences, an **additional provider** that needs to join another provider's video session goes to Settings -> Preferences -> Contact Info & Colleagues and then enters provider's VA email address in "Additional Email Address", selects "Save & Close".

**PREFERENCES**

**Contact Info & Colleagues** | Notifications | Clinics for Schedules

**MY CONTACT INFO** \* Required Field

Your contact information will be used to allow you to participate in virtual video appointments.

\* **Primary Email Address (VA):**  **Additional Email Address:**

**Cell Phone for Text Notifications:**  **Work Phone:**  **Ext:**

**COLLEAGUES**

Select up to 5 colleagues you most often include on patient interactions.

- Now, the **additional provider** should be able to see all of the other provider's video visits in "My Workspace". They will be interspersed with the additional provider's own visits but in the details, the **additional provider** will see the provider's name for the particular one scheduled.
- As long as the **additional provider** is viewing the appointment during the time of the visit, the **additional provider** should be able to select "Start Video Visit" and join the visit.

### 2.1.2 Notifications

Use the Notifications tab to set preferences for how you are notified or reminded about upcoming video appointments.

You must select to receive either an email or a text notification when the appointment is created. For day of appointment reminders, you may select to receive email, text, both, or neither.

PREFERENCES

Contact Info & Colleagues **Notifications** Clinics for Schedules

NOTIFICATIONS FOR VIDEO APPOINTMENTS

I want to receive the following notifications about Video Appointments.  
Note: At least one is required for When Created

\* When Created:

☒ Email

☒ Text

On Day of Appointment:

☒ Email

☒ Text - 5 minutes before

Email will be sent to your Primary Email Address (VA):

\* Primary Email Address (VA):

Provider1@email.ooo

\* Cell Phone for Text Notifications:

(000) 000-0000

\* Time Zone:

Cancel Save & Close

### 2.1.3 Clinics for Schedules

The Clinics for Schedules tab allows you to link your user information profile with the profiles of up to ten of the healthcare provider clinics you communicate with most frequently.

PREFERENCES ×

Contact Info & Colleagues   Notifications   **Clinics for Schedules**

**CLINICS FOR SCHEDULES** \* Required Field

Select up to 10 clinics you most often include on patient interactions.

[Add Clinic](#)

×

- BECKMAN GI CLINIC
- BEVHEARING AID CLINIC FTC
- BONDE CLINIC
- BROOMFIELD REMINDER CLINIC
- BROOMFIELD WOMENS CLINIC
- BRUSH CLINIC
- CHEYENNE EYE CLINIC
- CLINICAL PHARMACIST
- CSHRPE1 CLINIC
- CSHRPE2 CLINIC
- CSHRPE3 CLINIC

[Cancel](#) [Save & Close](#)

1. Select the **Add Clinic** button to reveal the search field. Begin typing and a drop-down selection list will populate using that criteria.
2. Scroll to search through the results and make a choice or enter more characters to refine the options available. Choose the healthcare clinic from the list to add it to the tab.

PREFERENCES ×

Contact Info & Colleagues   Notifications   **Clinics for Schedules**

**CLINICS FOR SCHEDULES** \* Required Field

Select up to 10 clinics you most often include on patient interactions.

[Add Clinic](#)

**Clinic List:**

×

×

[Cancel](#) [Save & Close](#)

3. Choose additional clinics if needed.
4. Quickly revise the list of added clinics by selecting the “X” on the right side of the clinic name to remove it.

## 2.2 About VCM

ABOUT

Title:

Virtual Care Manager

Version:

2.16.5

Virtual Care Manager (VCM) integrates telehealth and digital health solutions into the care of our Veterans. Capabilities in VCM include:

My Workspace:

- Schedule:**
  - View all appointments (video, phone, in-person) by:
    - Authenticated user (default)
    - Other healthcare professional
    - Vista clinic(s)
  - Create, edit and join video visits.
- Image/Video Requests:** Request photos or videos from patients for review.
- My VCM Notes:** Draft notes in VCM (which can be sent to CPRS).
- Facility Contact Information:** View clinic-based telehealth emergency handoff procedure and contacts at all VHA healthcare facilities.
- e911:** Enter patient location address to obtain a phone number to the local 911 services at the patient location.

Patient Care:

- Appointments:** View all of a patient's appointments (video, phone, in-person). Create, edit and join video visits.
- Patient Data:** View vitals and labs, including any data submitted by patients from connected devices (Apple Watch, FitBit) and apps.
- Condition Graphs:** View patient data for weight and BMI, daily calorie balance, activity, sleep metrics, and daily heart rate.
- Image/Video Requests:** Request patients submit photo or videos to providers.

Clinical Dashboards:

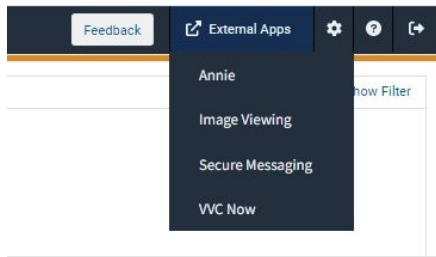
- Condition-specific dashboards utilize patient data from the VA's data warehouse and from patient-generated health data (PGHD) to offer insights, trends, and opportunities for intervention.

More information and step-by-step instructions are available in the [Virtual Care Manager User Manual](#).

## 3. External Apps

Select External Apps to launch other VA applications from Virtual Care Manager. These applications will open in a separate browser tab or window. In VCM 2.13 the applications available are Annie, Image Viewing, Secure Messaging and VVC Now.

The screenshot displays the VCM interface. The top navigation bar includes 'VCM', 'My Workspace', 'Patient Care', 'Clinical Dashboards', 'Configuration', 'Feedback', and 'External Apps' (highlighted with a red box). The 'External Apps' dropdown menu is open, listing 'Annie', 'Image Viewing', 'Secure Messaging', and 'VVC Now'. The main content area shows the 'Schedule' section with a 'Create Video Visit' button and a date range of '08/15/2022 - 08/15/2022'.



## 4. Feedback UI

Feedback UI button is available in the header bar in VCM. The link to the Feedback UI application gives users an opportunity to provide comments about VCM. Selecting the Feedback UI button causes the Feedback UI application to open in a new tab or window.

## 5. Patient Care Tab

This tab is the Patient Care area of VCM, which provides information related to the selected patient.

**Note:** To create an appointment for a patient, they must be in the current Veterans Health Information System and Technology Architecture (Vista). Otherwise, refer to Section 6.1.3 *Create New Video Visit for a Single Veteran (Email Only)*.

VA.gov profile is the source for the patient address, email, and phone number options. Information on how patients can update their address and other contact information can be found at:

<https://www.va.gov/change-address/>



## 5.1 Patient Search – Select Patient

Patient searches are supported by three categories, or filters, for focusing the search criteria:

- **Name**
- **Clinic**
- **Ward**

### 5.1.1 Patient Name Search

The default view on the Name search screen displays the most recent patients in a list on the right.

For patients who are sensitive will be noted as *\*Sensitive\** and the SSN does not display. For non-sensitive patients, the last 4 of the SSN displays.

The screenshot shows the 'Select Patient' interface. On the left, under 'SELECT BY', there are tabs for 'Name', 'Clinic', and 'Ward'. A search bar is present with a placeholder 'Search patient by name or SSN (e.g. Smith, John or S1234)'. On the right, the 'RECENT PATIENTS (LAST 50)' section shows 'Showing 1-27 of 27 results'. A table lists patients with columns for 'Patient Name' and 'Last 4 SSN'. The table contains six rows of placeholder data.

Patient Name	Last 4 SSN
VETERAN, ONE	***-**-0000
VETERAN, TWO	***-**-0000
VETERAN, THREE	***-**-0000
VETERAN, FOUR	***-**-0000
VETERAN, FIVE	***-**-0000
VETERAN, SIX	***-**-0000

The screenshot shows the 'Select Patient' interface with search results. On the left, the 'Name' tab is selected, and the search bar contains 'vet'. A 'Clear Search' button is visible. On the right, the 'SEARCH RESULTS' section shows 'Filters only applied to displayed results.' and 'Showing 1-16 of 16 results'. A table lists patients, with 'VETERAN, ONE' selected. Below the table, patient details are displayed, and a 'Select VETERAN, ONE' button is at the bottom.

Patient Name
VETERAN, TWO
VETERAN, THREE
VETERAN, ONE

**Last Name:** VETERAN      **Gender:** M  
**First Name:** ONE      **Location:** Not Currently Admitted  
**Date of Birth:** 01/01/1900      **SSN:** 000-00-0000  
**Age:** 48

Select VETERAN, ONE

To search for a patient by name:

1. Begin typing all or part of the **patient's last name** or **Social Security Number (SSN)** (SSN search with or without dashes, OR the "Last Init + SSN Last 4" (e.g., S1234)) in the search field. Results will appear on the right side of the screen, generated by the characters typed in the search field. Enter more characters to narrow the search results.
2. Scroll through the results to find the name, expand the record to confirm the identified patient by selecting the "+", or "**plus-sign**" to the right of their name.
3. Confirm by using the **Select** button with their name.

If the patient selected is sensitive, the SSN and Date of Birth (DoB) will display as \*Sensitive\*.

**Select Patient**

SELECT BY

Name Clinic Ward

Search patient by name or SSN (e.g. Smith, John or S1234)

RECENT PATIENTS (LAST 50)

Filter results by keyword

Filters only applied to displayed results.

Showing 1-21 of 21 results

VETERAN, ONE	*SENSITIVE*	-
<p>Last Name: VETERAN First Name: ONE Date of Birth: *Sensitive* Age: 95</p> <p>Gender: F Location: Not Currently Admitted SSN: *Sensitive*</p> <p>Select VETERAN, ONE</p>		
VETERAN, TWO	*SENSITIVE*	+
VETERAN, THREE	***-**-0000	+

1

When the Patient is selected, a modal displays to confirm selection of the patient.

**SENSITIVE/RESTRICTED RECORD** X

**WARNING:** This patient's record is **Sensitive**.  
To proceed you need to have a medical record need to know to access the data. Accessing this record will be tracked.

**Do you want to continue opening this patient's record?**

No Yes

### 5.1.2 Clinic Search

The default view on the Clinic search screen displays the most recent clinics in a list on the left. Clinic Search is not available for future dates. To search for a patient in Clinic, the date range must be on or earlier than the current date.

To search for a patient by Clinic:

1. Begin typing the **clinic name**. Results will appear on the right side of the screen, generated by your search criteria.
2. Search by Clinic does not support future dates.
3. Scroll through the results to find the patient name, expand the record to confirm the identified patient by selecting the “+”, or “**plus-sign**” to the right of their name.
4. Confirm by using the **Select** button with their name.

### 5.1.3 Ward Search

The default view on the Ward search screen displays the most recent wards in a list on the left.

To search for a patient by Ward:

1. Begin typing the **ward name**. Results will appear on the right side of the screen, generated by your search criteria.
2. Scroll through the results to find the patient name, expand the record to confirm the identified patient by selecting the “+”, or “**plus-sign**” to the right of their name.
3. Confirm by using the **Select** button with their name.

Once a patient is found in the search results and they are selected, details for the patient in context will display in a banner at the top of the screen, with quick-access buttons for additional information and messaging.

4. Revert to the Patient Search screen by choosing the **Select New Patient** button on the right side of the details banner.

If the Patient is Sensitive, the DOB and SSN areas will display \*Sensitive\*.

The area over Patient information is selectable and will display a border when the mouse moves over it.

When a user selects the Patient information area, the Patient Details modal displays. The Date of Birth and SSN are fully displayed in this modal for all patients.

If a patient has had a Video Visit within the past 2 years, a badge displays with the patient information at the top of the page. If the patient has any GFE (government-furnished equipment), corresponding badges will appear in the Patient Details modal display. A **tablet badge** will display if the patient has a GFE tablet and a **medical bag** badge will display if the patient has any GFE peripheral devices. (See images above.)

**PATIENT INFORMATION DETAILS**

**VETERAN, ONE**

DOB: 00/00/1900 | AGE/GENDER: 95/F | SSN: 000-00-0000

**Postings**

CWAD: CWAD

Service Connected:

% Service Connected: 0

Sensitive: Yes

**Demographics**

Home Address: 123 Main Street  
Anywhere, VA 0000

Telephone:

Home Phone: (000) 000-0000

Work Phone: (000) 000-0000

Cell Phone:

Next of Kin:

Name:

Relationship:

Phone:

Close

If a patient has had an ATLAS Appointment within the past 2 years, a badge displays with the patient information at the top of the page.

**VCM** | My Workspace | Patient Care | Clinical Dashboards | Configuration

**VETERAN, ONE** | DOB: 01/01/1900 | AGE/GENDER: 40/M | SSN: \*\*\*-\*\*-0000

Hovering over the badge will provide more context to the user.

The screenshot shows the top navigation bar with tabs: VCM, My Workspace, Patient Care, Clinical Dashboards, and Configuration. Below the navigation bar, patient information is displayed: VETERAN, ONE, DOB 01/01/1900, AGE/GENDER 40/M, and SSN \*\*\*-\*\*-0000. A notification bubble states: "Veteran has had an ATLAS appointment scheduled in the last 24 months". Below the patient information, there are tabs for Appointments and Subscriptions.

## 5.2 Appointments

### 5.2.1 Upcoming Appointments

Scheduled appointments for a patient can be viewed within their Appointments tab. Appointments displayed include Telehealth, Traditional (In Person), and Telephone.

If the appointment is Telehealth, a video camera icon displays in the list view. If the Clinic name contains "Phone" or "Telephone", a telephone icon displays. Traditional (In Person) appointments do not have an icon.

#### 5.2.1.1 Appointment Filter

1. Expand or minimize the date range Filter using the **From** and **To** fields, and then select the **Update** button for the modified results to appear. A three-month default range will appear automatically
2. Select an **appointment** from the results to view the Appointment Details.

The screenshot shows the Virtual Care Manager interface with the Patient Care tab selected. The patient information is VETERAN, ONE, DOB 01/01/1900, AGE/GENDER 60/F, and SSN \*\*\*-\*\*-0000. The Appointments tab is active, showing a list of appointments. The first appointment is on 08/23/2022 at 1430 EDT, with the clinic name "Cheyenne WY VAMC" and provider "Provider, One". The second appointment is on 08/23/2022 at 1830 EDT, with the clinic name "Cheyenne WY VAMC" and provider "Provider, One". The third appointment is on 08/31/2022 at 1515 EDT, with the clinic name "COVID VACCINE CLIN1" and provider "CHYSHR-Cheyenne VA Medical Center". The "Video Visit Details" panel is open, showing the appointment details for the first appointment. The details include: Date: Tuesday, August 23, 2022 at 1430 EDT (Current Local Time Zone), Facility: Cheyenne WY VAMC, Clinic: VA Provider, Duration: 30 minutes, Appt Type: Telehealth Video to Home, Guest(s): provider1@va.gov, and Patient Invited: Yes. There are buttons for "Add Guests", "Add VA Staff", "Cancel Appointment", and "Start Video Visit".

### 5.2.1.2 Appointment Details View

In the Appointment Details, there are appointment management buttons for Telehealth appointments, such as a Resend Notification button for updates to appointments, a Start button for Video Visits, and a Cancel Appointment button.

To assist the VCM user and patient with joining the Video Visit manually, the **plus sign (+)** next to the **Provider and Patient Conference Info** within Video Visit details may be selected to expand the field and display any Audio Dial-In information, as well as the Meeting Alias and Patient PIN. The Provider PIN is also included, but with a warning that this information cannot be shared with the patient, as it would allow the patient to have host privileges during the Video Visit. (See images below.)

**Note:** Traditional and Telephone appointments cannot be managed from VCM.

The screenshot shows a 'Video Visit Details' window with the following sections:

- VETERAN, ONE**
- APPOINTMENT DETAILS**
  - Date: Tuesday, August 23, 2022 at 1430 EDT (Current Local Time Zone)
  - Facility: Cheyenne WY VAMC
  - Clinic:
  - Provider: Provider One
  - Duration: 30 minutes
  - Appt Type: Telehealth Video to Home
  - Veteran Invited
  - Guest(s):
  - VA Invited Guest(s): Provider1@email.ooo
  - Other VA Staff:
  - Patient Invited: Yes
- Buttons:** Add Guests, Add VA Staff
- Provider and Patient Conference Info** (with a plus sign to expand)
- PATIENT CONTACT INFORMATION**
  - Phone Number: None
  - Email: veteran1@email.ooo
- Buttons:** Resend Invite, Cancel Appointment, Start Video Visit

If the appointment KIND (or Appt Type) was an ATLAS appointment, then the ATLAS Site POC information will be included within the Appointment Details View.

**Video Visit Details**
✕

VETERAN, ONE

**APPOINTMENT DETAILS**  
**Date:** Thursday, January 01, 2020 at 1100  
**Facility:** ENLOW Recheck  
**Clinic:** Blue Jetstream  
**Provider:** Provider1@email.ooo  
**Duration:** 60 Minutes  
**Appt Type:** VA ATLAS App

**ATLAS Site POC Info**  
**Name:** ATLAS POC  
**Email:** ATLASpoc@email.ooo  
**Phone Number:** (000) 000-0000

**Provider and Patient Conference Info**
—

To join manually or through video conference device:

**Audio Dial-In:** n/a  
**Meeting Alias:** vac0000000000@care.ooo  
**Patient PIN:** 0000000#

! Provider's alias and PIN cannot be shared to patient.

**Provider PIN:** 9999999#

**PATIENT CONTACT INFORMATION**

### 5.2.1.3 Add Guests

To add up to five guests, select the **Add Guests** button on the Video Visit Details view. The Add Guests modal will appear, with entry fields for guest Email address and Name, with a default of two guests. To add up to three more guests, select the **Add Additional Guest** button to reveal additional guest information entry fields.



**ADD GUESTS** ✕

Guest(s)

**Guest #1**

Email:

First Name:  Last Name:

**Guest #2**

Email:

First Name:  Last Name:

[Add Additional Guest](#)

[Cancel](#) [Add Guests](#)

Once all guest details have been added, select the **Add Guests** button again, to save their information in the appointment.

#### 5.2.1.4 Add VA Staff

To add up to five VA Staff, select the **Add VA Staff** button on the Video Visit Details view. The Add VA Staff modal will appear, with entry fields for VA staff Email address and Name, with a default of two VA staff members. To add up to three more VA staff members, select the **Add Additional VA Staff** button to reveal additional staff information entry fields.

**ADD VA STAFF** ✕

VA Staff

**VA Staff #1**

Email:

**VA Staff #2**

Email:

[Add Additional VA Staff](#)

[Cancel](#) [Add VA Staff](#)

Once all VA Staff details have been added, select the **Add VA Staff** button again, to save their information in the appointment.

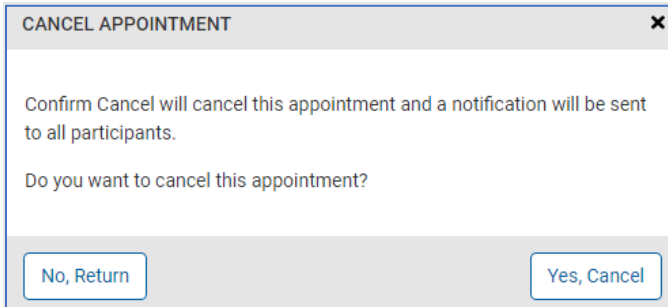
### 5.2.1.5 Start a Video Visit

To initiate a video visit, select the **Start Video Visit** button. This will direct you to the VVC application (Web or iOS, depending on your device type).

### 5.2.1.6 Cancel Appointment

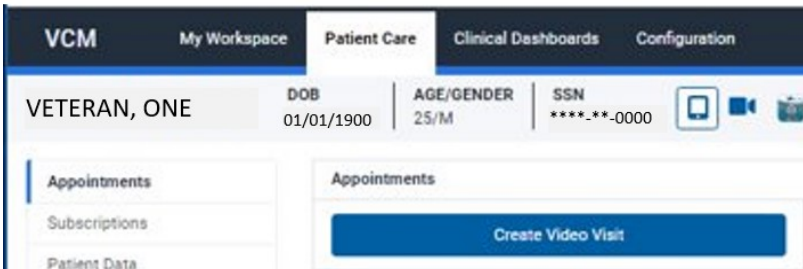
**Note:** Cancellation is not available for clinic-based and store-and-forward appointments

1. While on the details screen for an appointment, select the **Cancel Appointment** button at the bottom of the screen.
2. A confirmation modal will appear, giving you the opportunity to stop the cancellation before proceeding. Select the **Yes, Continue** button to proceed.



### 5.2.2 Create New Video Visit

1. On the Patient information screen, select the **Create Video Visit** button to schedule a new Video Visit.



2. Indicate who is creating the appointment. The visit information form will default to the **Yes** radio-button, meaning the appointment is for you, the provider.
3. To update your preferences, check the “Save my contact information in Preferences” box.

**Create Video Visit** [X]

**VIDEO VISIT INFORMATION** \* Required field

\* I, **PROVIDER ONE**, will be leading this video visit:

☒ Yes

☐ No

**MY INFORMATION**

\* My Email for Appointment Notifications:

Provider1@email.ooo

My Cell Phone for Appointment Text Notifications:

000-000-0000

Not shared with patients

☐ Save my contact information in Preferences. This will be used for future appointments.

**Note:** If you are not the provider, choose **No** to create the appointment for someone else. Follow **Steps a-d** in this section to create an appointment for a single participant, on behalf of someone else.

### Create a New Video Visit for Others

**Create Video Visit** [X]

**VIDEO VISIT INFORMATION** \* Required field

\* I, **VA Provider**, will be leading this video visit:

☐ Yes

☒ No

**PROVIDER'S INFORMATION** (VA staff appointment is scheduled for)

Search:

[Q]

\* First Name:  \* Last Name:

\* Provider's Email for Appointment Notifications:

Provider1@email.ooo

Provider's Cell Phone for Appointment Text Notifications:

(000) 000-0000

- a. Type in the search field and a drop-down will populate based on the characters entered.

**Create Video Visit**

**VIDEO VISIT INFORMATION** \* Required field

**\* Select type of Video Visit:**

☒ Single Veteran

☐ Group

**\* I, VA Provider, will be leading this video visit:**

☐ Yes

☒ No

**PROVIDER'S INFORMATION (VA staff appointment is scheduled for)**

**Search:**

test

Providertest,One - Physician

Provider,One - Test Lab

**\* Last Name:**

Ex. Smith

- b. If the characters entered include a typo or for any other reason do not match a name in the system, an error note will appear in the drop-down; adjust as needed to find the correct name.
- c. Choose the name from the list and it will be added to the appointment as the care provider.
- d. If the name is not found, enter the First Name, Last Name and Email address for the care provider manually.
- e. At this time, continue to one of the following sections to complete creation of the new appointment:

- If you are creating a Video Visit for one participant, continue to **Step 3** and the following steps in this section, to complete creation of the appointment.
- If you are creating a Video Visit for a Single Veteran (Email Only), return to **Step 5** in *Section 6.1.3 Create New Video Visit for a Single Veteran (Email Only)*, to complete creation of the appointment.
- If you are creating a Group Video Visit, return to **Step 5** in *Section 6.1.4 Create New Group Video Visit*, to complete creation of the appointment.

**VETERAN, ONE**

DOB: 01/01/1900 | AGE/GENDER: 54/M | SSN: 000-00-0000

[Select New Patient](#)

**Appointments**

Showing 03/30/2020 - 06/28/2020

Date	Type	Facility	Clinic
03/31/2020 Tue 1215	Telehealth Video to Home	CHEYENNE VAMC	Clinic
04/01/2020 Wed 1500	Telehealth Group Video	CHEYENNE VAMC	Clinic

**Create Video Visit**

**VIDEO VISIT INFORMATION**

\* **I, VA Provider,** will be leading this video visit:

☒ Yes  
☐ No

**MY INFORMATION**

\* **Email for Appointment Notifications:**

Provider1@email.ooo

**Provider's Cell Phone:**

(000) 000-0000

Not shared with patients

**ATLAS INFORMATION**

Patient prefers an ATLAS appointment

☒ No  
☐ Yes

[Cancel](#) [Create Video Visit](#)

- Add or verify your contact information.
- Indicate whether it will be an ATLAS appointment. The option will default to **No**.

- Set the date, time, and duration of the appointment.

**Create Video Visit**

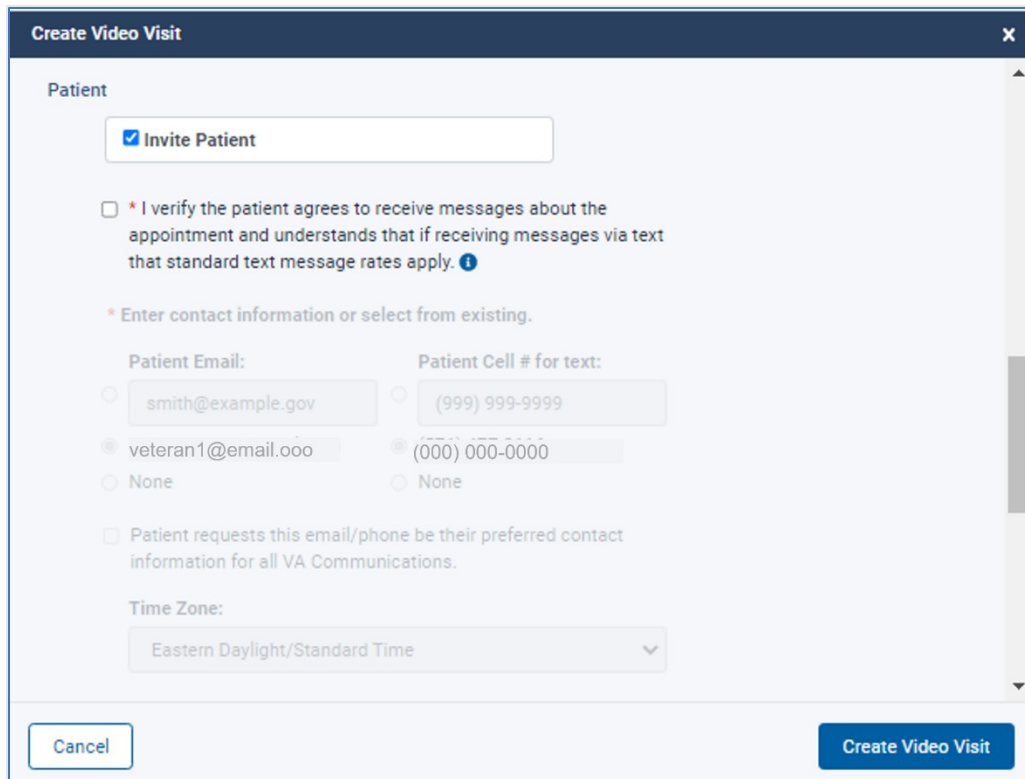
**APPOINTMENT DATE & TIME**

\* **Date:** 03/29/2020

\* **Time (MST):** 22 : 00

\* **Duration:** 20 minutes

- Verify that the patient has agreed to receive messages about appointments by checking the box.



**Create Video Visit**

Patient

☒ Invite Patient

☐ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply. ⓘ

\* Enter contact information or select from existing.

Patient Email: Patient Cell # for text:

☐ smith@example.gov ☐ (999) 999-9999

☒ veteran1@email.ooo ☒ (000) 000-0000

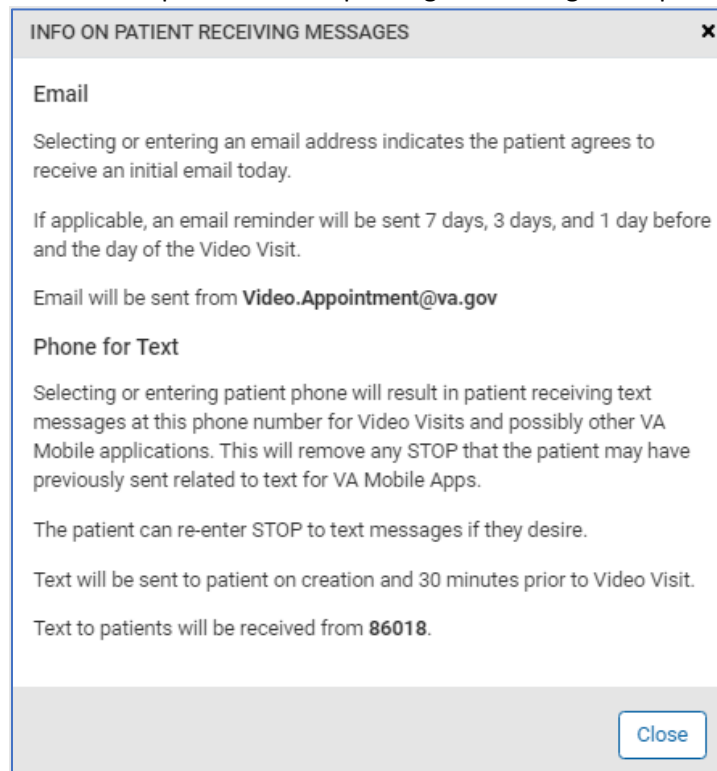
☐ None ☐ None

☐ Patient requests this email/phone be their preferred contact information for all VA Communications.

Time Zone:  
Eastern Daylight/Standard Time

Cancel Create Video Visit

8. Selecting the “i” icon will open a modal explaining the messages the patient will receive.



**INFO ON PATIENT RECEIVING MESSAGES**

**Email**

Selecting or entering an email address indicates the patient agrees to receive an initial email today.

If applicable, an email reminder will be sent 7 days, 3 days, and 1 day before and the day of the Video Visit.

Email will be sent from **Video.Appointment@va.gov**

**Phone for Text**

Selecting or entering patient phone will result in patient receiving text messages at this phone number for Video Visits and possibly other VA Mobile applications. This will remove any STOP that the patient may have previously sent related to text for VA Mobile Apps.

The patient can re-enter STOP to text messages if they desire.

Text will be sent to patient on creation and 30 minutes prior to Video Visit.

Text to patients will be received from **86018**.

Close

9. Select the email and/or phone number for the patient. Patient contact information from the VA.gov profile and from previous VCM appointments will be displayed. If neither is accurate, a new email and or phone number can be entered. If the patient does not wish to receive text

notifications and reminders for this appointment, select None. Information on how patients can update their contact information can be found at: <https://www.va.gov/change-address/>

**Note:** An Email OR Phone number must be included for an appointment.

To update the patient's contact information, check the box "Patient Requests this email/phone be their preferred contact information for all VA Communications."

**Note:** The Patient is invited by default. If the appointment is to be held with a Caregiver or other VA Staff, the Patient may not be included. At least one participant beside the Provider must be included to create the video visit.

- Once all required appointment details have been added, select the **Create Video Visit** button to complete scheduling.

A confirmation modal will appear, displaying the appointment details.

APPOINTMENT SCHEDULED

The following Video Visit has been booked.

**Date:**  
11/15/2019 at 1000 EST

**Facility / Clinic:**  
Bay Pines VA Healthcare System

**Duration of Appointment:**  
20 minutes

A confirmation email has been sent to the following:

**Provider:**  
✓ Provider1@email.ooo

**Patient(s):**  
✓ veteran1@email.ooo

**VA Invited Guest(s):**  
 ✓ guest1@email.ooo      ✓ guest2@email.ooo  
 ✓ guest3@email.ooo      ✓ guest4@email.ooo

**VA Staff:**  
 ✓ Provider2@email.ooo      ✓ Provider3@email.ooo

**Video Visit Instructions:**  
The Video Visit can be started from the email or from the patients' appointment list.

OK

### 5.2.3 Create New ATLAS Appointment

1. On the Patient information screen, select the **Create New Appointment** button to schedule a new Video Visit.
2. Indicate who is creating the appointment. The visit information form will default to the **Yes** radio-button, meaning the appointment is for you, the provider. If you are not the provider, you will choose the **No** radio-button to create the appointment for someone else.
3. Indicate it will be an ATLAS appointment by choosing the **Yes** radio-button. The system will default to the **No** radio-button.
4. If the patient has had an ATLAS appt in the past, then instructional text will display above the radio buttons: Veteran has used ATLAS appointments. Patient's home address is <total # of miles > miles from ATLAS site.
5. If the patient has NOT had an ATLAS appt in the past, then instructional text will display above the radio buttons: Patient's home address is <total # of miles> miles from ATLAS site.

**Note:** The maximum distance to search for an ATLAS site from the Veteran's home address is 50 miles. In addition, the calculation of miles will ONLY occur if EITHER of the following are true:

- Veteran has used an ATLAS appointment in the last 24 months
- Veteran's home address zip code is available in Mobile Profile Service
- Sites must be Active as of current date to be considered



### ATLAS INFORMATION

#### Patient prefers an ATLAS appointment

Veteran has used ATLAS appointments. Patient's home address is 2.09 miles from ATLAS site.

- ☒ No  
☐ Yes

### ATLAS INFORMATION

#### Patient prefers an ATLAS appointment

Patient's home address is 2.09 miles from ATLAS site.

- ☒ No  
☐ Yes

### ATLAS INFORMATION

#### Patient prefers an ATLAS appointment

Patient's home address is 2.09 miles from ATLAS site.

- ☐ No  
☒ Yes

\* Veteran Zip Code:

99999

Distance (mi)

25 ▼

Search

Create Video Visit

×

ATLAS INFORMATION

Patient prefers an ATLAS appointment

☐ No

☒ Yes

\* Veteran Zip Code:

99999

Distance (mi)

25

Search

Showing 1-7 of 7 results

Location Name	Distance	Actions
<b>ATLAS Site 1</b> 123 Main Street, Anywhere VA 22222	0.37 mi	Select
<b>ATLAS Site2</b> 456 Main Street, Anywhere NC 33333	3.23 mi	Select
<b>ATLAS Site 3</b> 789 Main Street, Anywhere VT 44444	6.16 mi	Select

- Identify the zip code and desired mileage range, to generate a list of providers available in the surrounding area. Select the desired location for the appointment.
- Select a date to generate a list of ATLAS Site appointment start-times for available half-hour timeslots.

Create Video Visit

Selected Location:

ATLAS Site 1

000 Maple Lane, Anywhere, XX 00000

ATLAS site time zone is: Eastern

Date:

03/30/2020

Update Availability

\* Select ATLAS Site Time/Duration or Select Another Date from Calendar.

March

April

04/01/2020 (2)

04/02/2020 (2)

08:30 (30 min)

08:30 (30 min)

04/04/2020 (2)

04/05/2020 (2)

04/06/2020 (2)

04/07/2020 (2)

04/08/2020 (2)

04/09/2020 (2)

Cancel

Create Video Visit

**Note:** If the timeslots shown for a specific date do not meet the requirements of the patient or provider, simply choose a different date, and select the **Update Availability** button to generate a fresh list of timeslot choices.

8. Choose the desired date, and verify it appears as intended.

31 | Page

Create Video Visit

20151

25

Search

Selected Location:

ATLAS Site 1

000 Maple Lane, Anywhere, XX 00000

ATLAS site time zone is: Eastern

Date:

03/30/2020

Update Availability

Select Appointment Date & Time:

Date: 04/02/2020

Time: 08:30

Duration: 30 min

- Select the Create Video Visit button, then confirm creation of the appointment when prompted by selecting the Yes, Create button. The appointment confirmation modal will appear.

CREATE APPOINTMENT - ATLAS

Do you want to create an ATLAS appointment for:

Date: Thursday 04/02/2020

Time: 0830 EST

Duration: 30 min

Site Name: ATLAS Site 1

Site Address: 000 Maple Lane, Anywhere, XX 00000

No

Yes, Create

APPOINTMENT SCHEDULED

The following Video Visit has been booked.

Date: 04/02/2020 at 0630 MST

Facility / Clinic: CHEYENNE VAMC

Duration of Appointment: 30 minutes

A confirmation email has been sent to the following:

Provider: ✓ Provider1@email.ooo

Patient(s): ✓ veteran1@email.ooo

Video Visit Instructions:

The Video Visit can be started from the email or from the patients' appointment list.

OK

### 5.2.4 Resend Video Appointment Information

To resend an invitation or to adjust the email associated with a video visit appointment:

1. Access the Appointment Details view for a patient. (see Section 5.2.1 *Upcoming Appointments* for more information about navigating to the screen)

**Video Visit Details**

**VETERAN, ONE**

**APPOINTMENT DETAILS**

Date: Tuesday, March 31, 2020 at 1215 EST  
 Facility: CHEYENNE VAMC  
 Clinic:  
 Provider: VA Provider  
 Duration: 20 minutes  
 Appt Type: Telehealth Video to Home ■  
 Veteran Invited  
 Guest(s):  
 VA Invited Guest(s): guest1@email.ooo  
 Other VA Staff: Provider1@email.ooo  
 Patient Invited: Yes

**PATIENT CONTACT INFORMATION**

Phone Number: (888) 888-8888  
 Email: veteran1@email.ooo Resend Notification

**COMMENT**

This is a test comment.

**INSTRUCTIONS TO PATIENT**

None

Cancel Appointment Start Video Visit

2. Select the **Resend Invite/Edit Email** button for the Resend Video Appointment Information modal to appear.

**RESEND VIDEO APPOINTMENT INFORMATION**

**SELECTED PARTICIPANT TO RESEND NOTIFICATION**

**VETERAN, ONE**  
 veteran1@email.ooo Edit Email

Cancel Send

3. Verify the email shown, and revise it as needed by selecting the **Edit Email** button. When changing contact information for a participant, you must verify that the patient has agreed to receive messages at the updated email and/or phone.

RESEND VIDEO APPOINTMENT INFORMATION

SELECTED PARTICIPANT TO RESEND NOTIFICATION

VETERAN ONE

veteran1@email.ooo

(000) 000-0000

Eastern Daylight/Standard Time

☐ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply.

\* Enter contact information or select from existing.

Email:

Cell # for text:

☒ veteran1@email.ooo

☒ (000) 000-0000

☐ veteran2@email.ooo

☐ (000) 000-0000

☐ None

☐ Patient requests this email/phone be their preferred contact information for all VA Communications.

Time Zone:

Eastern Daylight/Standard Time

Cancel

Send

**Note:** Any saved modifications to the email or phone will result in the generation of a new video visit access link. The new link ensures only the intended recipient has access to the appointment.

- On the email editing screen, verify whether the updated email should become the default record for all future Video Visits.
- Select the **Send** button once the contact information is complete.

### 5.2.5 Guests

When creating a Video Visit for a single Veteran, Guests can be invited to participate. The Guest email is required. First and Last Name are optional. Invited Guests will receive an email Notification of the Video Visit Notification and will join the Video Visit in a Guest role. Up to 5 Guests can be invited.

Guest(s)

Add Guest

Guest(s)

Guest #1

Email:

Guest1@email.ooo

First Name:

Last Name:

Add Additional Guest

### 5.2.6 VA Staff

When creating a Video Visit for a single Veteran or a Group, additional VA Staff can be invited to participate. Additional VA Staff will receive an email Notification and will join the Video Visit in a Host role. Up to 5 Additional VA Staff can be invited.

The screenshot shows two panels. The top panel, titled "VA Staff", contains a single button labeled "Add Additional VA Staff". The bottom panel, also titled "VA Staff", shows a list of staff members. The first entry is "VA Staff #1" with an "Email:" label and a text input field containing "Provider2@email.ooo". A close button (an 'x' in a circle) is to the right of the email field. Below the email field is another button labeled "Add Additional VA Staff".

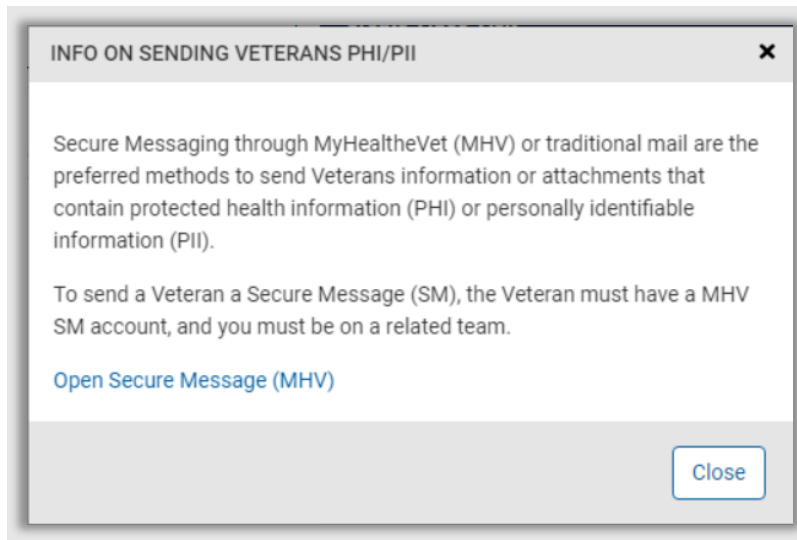
### 5.2.7 Additional Instructions

Additional Instructions are optional and will be included in the email Notification and Reminders to the Veteran if the Veteran has an email address selected in the appointment. If the Veteran does not have an email address selected for appointment notifications and reminders, the Additional Instructions field will not be displayed to the VCM user at the time of Video Visit Creation. If a VCM user selects that Additional Instructions be sent to the Veteran, these instructions will be sent to the Veteran at the point of Video Visit Creation and in their reminder emails.

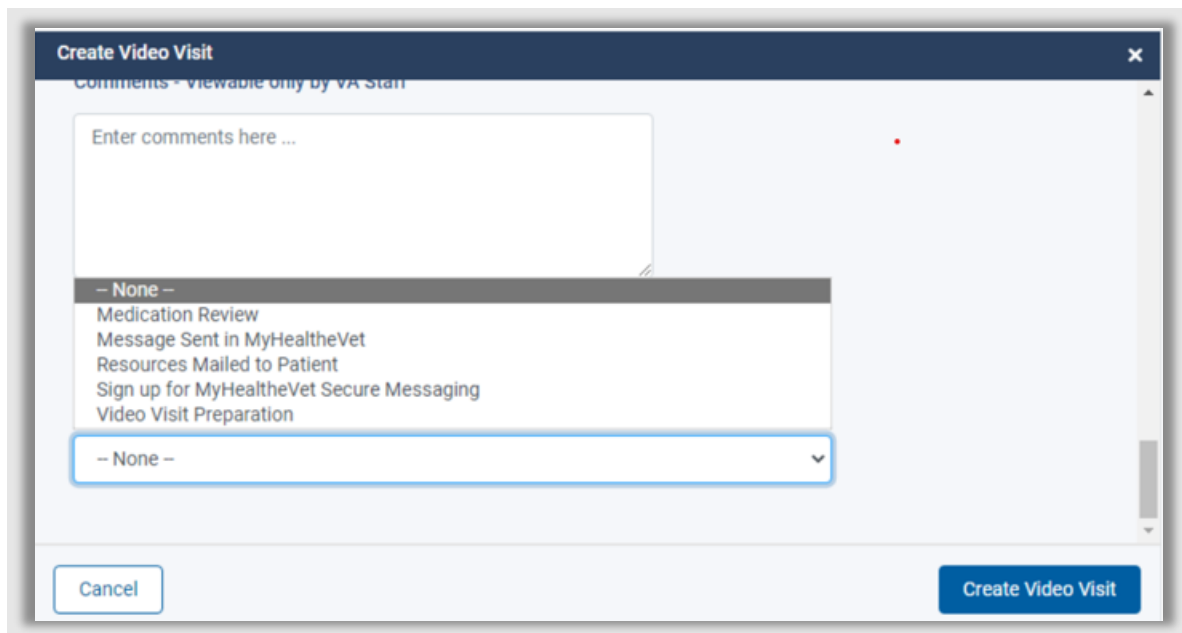
The screenshot shows a "Create Video Visit" dialog box. At the top, it says "Comments - viewable only by VA Staff". Below this is a text area with the placeholder "Enter comments here ...". To the right of the text area, it says "250 characters remaining". Below the text area is a section titled "Optional Additional Instructions in Veteran Email Notification and Reminders" with a link "(Info on sending PHI/PII)". Under this section is a dropdown menu currently showing "-- None --". At the bottom left is a "Cancel" button, and at the bottom right is a "Create Video Visit" button.

Additional Instructions have been pre-screened for PII/PHI. Free text is not enabled in Additional Instructions. This is to prevent information containing PHI/PII from being sent to the Veteran's email address. To support Virtual Care Manager users who need to send additional information to Veterans that is not included in the five Additional Instructions templates above, the VCM user will find a link to My HealtheVet secure messaging by hovering over "(Info on Sending Veterans PHI/PII)" and opening the

modal below and clicking on “Open Secure Message (MHV)”, or by accessing the link to My HealtheVet secure messaging from “External Links” in the top navigation bar of VCM (see Section 3 of this User Guide, “External Apps”). From both locations, My HealtheVet Secure Messaging will then open in another browser.



Options for Additional Instructions include “Medication Review”, “Message Sent in My HealtheVet”, “Resources Mailed to Patient”, “Sign up for My HealtheVet Secure Messaging” and “Video Visit Preparation”.



Below is an example of the information included in the “Video Visit Preparation” Additional Instructions template that the VCM user can review before selecting to send this information to the Veteran upon Video Visit Creation.



**Create Video Visit**

**Instructions to Patient**

**Include Additional Instructions for Patient?**

☐ No

☒ Yes

**\* Select Instructions:**

Video Visit Preparation

**Instructions That Will Be Sent to Patient**

The VA is excited to offer you this upcoming appointment using video telehealth. The Virtual Medical Room platform is simple to use and will only require an application download for iPad and iPhone products. All other home devices will NOT require any software/application download. Because we want you to have the best possible video experience, we suggest the following:

Connect to your video appointment from a location that is quiet, private, and well lit.

**Cancel** **Create Video Visit**

### 5.3 Patient Data

Patient data- both self-entered and from VA Electronic Health Records, can be viewed from the Patient Data tab. Among the data source(s) of self-entered patient data are: Annie, Sync My Health Data, My HealtheVet, and Mobile Kidney.

The following capability was developed in Virtual Care Manager to help ensure data accuracy: For any self-entered patient blood pressure data that does not include both diastolic and systolic data, the information is not reported in VCM; only blood pressure data including both diastolic and systolic values is reported in VCM.

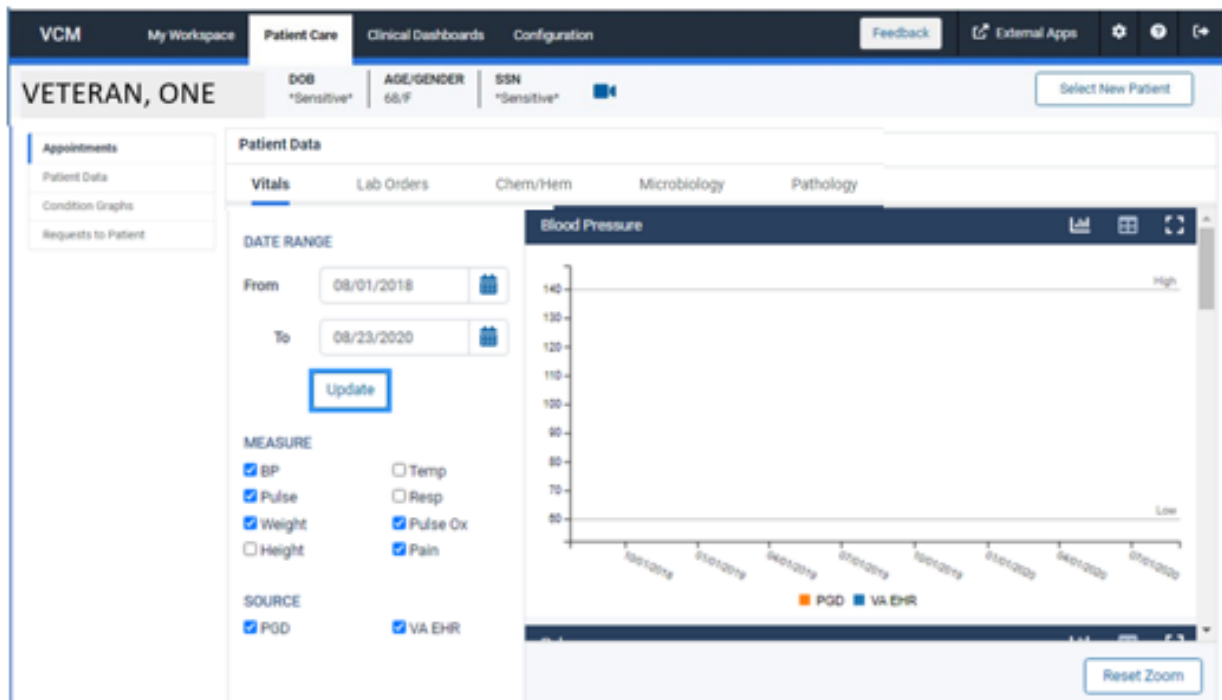
#### 5.3.1 Vitals

The default tab for Patient Data is Vitals. When the Vitals tab is selected the data displays in the right panel if there is data to be shown. The default data view is graph.

##### 5.3.1.1 Vitals Filters

The default date range is from two weeks prior to the current date, through the current date. Vitals Measures are selectable from the filter on the left panel. The default measures are Blood Pressure, Pulse, Weight, Pulse Oximetry, and Pain. There are two potential sources of Vitals data; PGD (Patient Generated Data) and EHR. Both are selected by default.

The date and time for each set of Patient Data displays in the user's browser time zone.

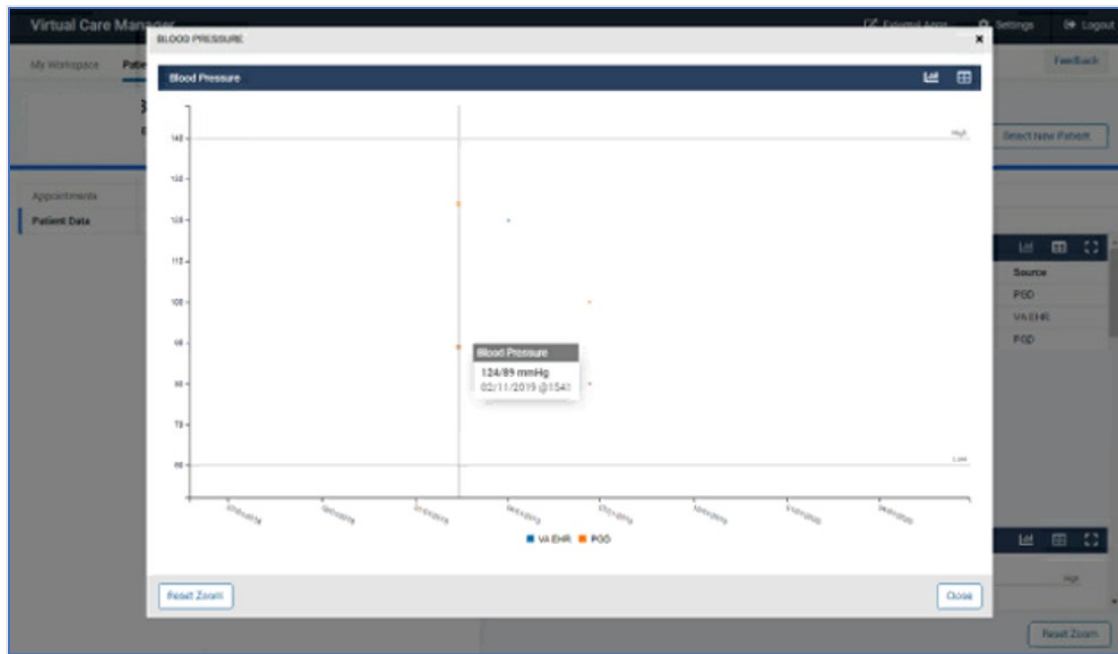


There is an option on each graph header to change the display to a table view.

The screenshot displays the Virtual Care Manager (VCM) interface for a patient named "VETERAN, ONE". The interface includes a top navigation bar with tabs for "VCM", "My Workspace", "Patient Care", "Clinical Dashboards", and "Configuration". A "Feedback" button and "External Apps" link are also present. The patient's demographic information (DOB, AGE/GENDER, SSN) is shown at the top right, along with a "Select New Patient" button. The left sidebar contains a menu with "Appointments", "Patient Data", "Condition Graphs", and "Requests to Patient". The main content area is titled "Patient Data" and includes tabs for "Vitals", "Lab Orders", "Chem/Hem", "Microbiology", and "Pathology". The "Vitals" tab is active, showing a "DATE RANGE" selector with "From" and "To" date pickers (08/01/2018 to 08/23/2020) and an "Update" button. Below the date range, there are checkboxes for "MEASURE" (BP, Pulse, Weight, Height, Temp, Resp, Pulse Ox, Pain) and "SOURCE" (PGD, VA EHR). The "Blood Pressure" table is displayed, showing a table view with columns for "Date & Time", "Flag", "Result", "Facility", and "Source". The table includes a legend for "PGD" (orange) and "VA EHR" (blue). A "Reset Zoom" button is located at the bottom right of the table area.

Date & Time	Flag	Result	Facility	Source
06/20/2019 - 1813				PGD
04/02/2019 - 0642				VA EHR
02/11/2019 - 1541				PGD

There is also an option on each graph header to change the display to a full screen view.



### 5.3.2 Lab Orders

There is an option in Patient Data to view Lab Order information. When the Lab Orders tab is selected the data displays in the right panel if there is data. The default data view is graph.

#### 5.3.2.1 Lab Orders Filters

The default date range is from one month prior to the current date, through the current date. Lab Order titles are selectable from the filter section by keyword. The Lab Orders list view displays all lab order result by title with the date of the last result listed below. Selecting a row from the list view opens a display of the details of that lab order.

Patient Data

Vitals

**Lab Orders**

Chem/Hem

Microbiology

Pathology

DATE RANGE

From

10/01/2019

To

10/30/2022

Update

KEYWORD FILTER

Filter by keyword

STATUS

Completed/Expired

Showing 10/01/2019 - 10/30/2022

GLUCOSE BLOOD SERUM SP LB #109058

12/28/2021

<

CBC BLOOD SP LB #109057

12/28/2021

>

GLUCOSE BLOOD SERUM SP LB #109054

12/27/2021

>

CHEM 7 BLOOD SERUM SP LB #108974

11/20/2020

>

GLUCOSE BLOOD SERUM WC ~tstin LB #108952

10/02/2020

>

COVID-19 (CEPHEID) SWAB NASAL PORTION OF NASOPHARYNX WC ~TESTING LB #108948

>

Lab Order Details

GLUCOSE BLOOD SERUM SP LB #109058

Date:

12/28/2021

Details:

GLUCOSE BLOOD SERUM SP LB #109058

(\* Results for this order)

Previous 5 sets of related results within 5 years...

Collection Time Test Name Result Units Range

\*Dec 28, 2021@11:36 GLUCOSE 160H mg/dL 70 - 110

Comments:

39 | Page

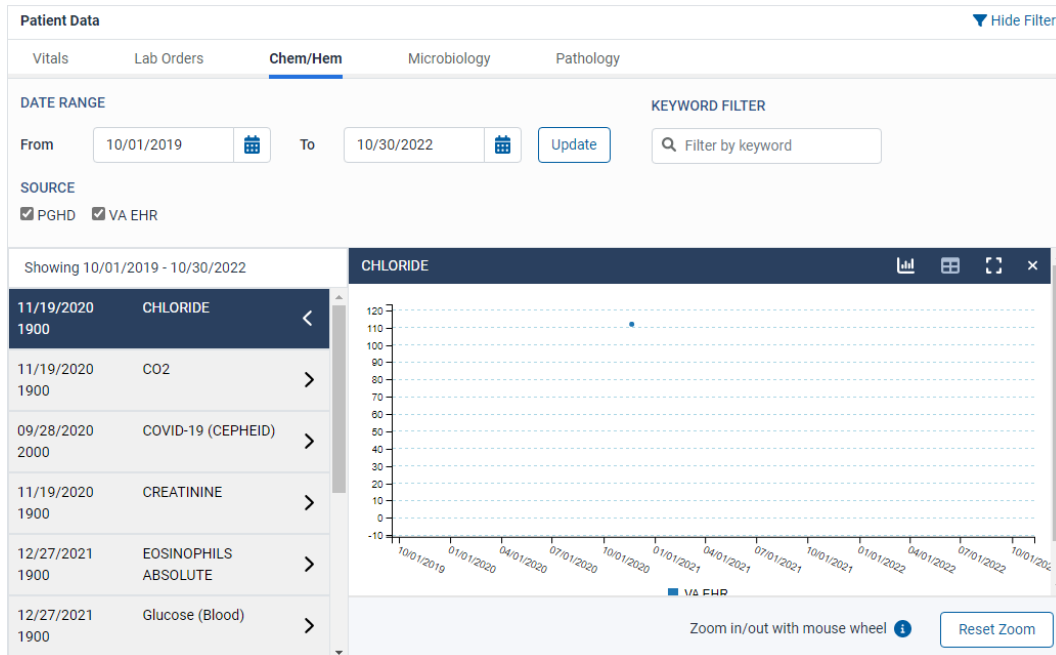
### 5.3.3 Chem/Hem

There is an option in Patient Data to view Chem/Hem data. When Chem/Hem is selected, Chem/Hem results display in the list view. The list view is sorted alphabetically, with the date and time of the latest result displayed.

#### 5.3.3.1 Filters

The default date range is from one month prior to the current date, through the current date.

Chem/Hem test titles are selectable from the filter section by keyword. The Lab Orders list view displays all lab order result by title with the date of the last result listed below. Selecting a row from the list view opens a display of the details of that lab order.



There is an option on each graph header to change the display to a table view. There is also an option to make the graph or table full screen.

### 5.3.4 Microbiology

There is an option in Patient Data to view Microbiology information. When the Microbiology tab is selected the data displays in the right panel if there is data. The default data view is graph.

#### 5.3.4.1 Microbiology Filters

The default date range is from one month prior to the current date, through the current date.

Microbiology titles are selectable from the filter section by keyword. The Microbiology list view displays all Microbiology result by title with the date of the last result listed below. Selecting a row from the list

view opens a display of the details of that lab order.

**Patient Data** ▼ Hide Filter

Vitals Lab Orders Chem/Hem **Microbiology** Pathology

**DATE RANGE** **KEYWORD FILTER**

From 10/01/2017 To 10/31/2022 Update Filter by keyword

Showing 10/01/2017 - 10/31/2022

**CULTURE & SUSCEPTIBILITY (NOSE) (1)**

09/02/2022  
CULTURE & SUSCEPTIBILITY

**Microbiology Details**

**CULTURE & SUSCEPTIBILITY**

**Lab Type:**  
TISSUE

**Date:**  
09/02/2022

**Details:**  
— MICROBIOLOGY —  
Accession [UID]: MISCM 22 7 [4222000007] Received: Sep 02, 2022@10:24  
Collection sample: TISSUE Collection date: Sep 02, 2022 10:24  
Site/Specimen: NOSE  
Provider: Provider, One  
Comment on specimen: ~Another mi lab

Test(s) ordered: CULTURE & SUSCEPTIBILITY

### 5.3.5 Pathology

There is an option in Patient Data to view Pathology information. When the Pathology tab is selected the data displays in the right panel if there is data. The default data view is graph.

#### 5.3.5.1 Pathology Filters

The default date range is from one month prior to the current date, through the current date. Pathology titles are selectable from the filter section by keyword. The Pathology list view displays all Pathology result by title with the date of the last result listed below. Selecting a row from the list view opens a display of the details of that lab order.

**Patient Data** ▼ Hide Filter

Vitals Lab Orders Chem/Hem Microbiology **Pathology**

**DATE RANGE** **KEYWORD FILTER**

From 10/02/2017 To 10/30/2022 Update Filter by keyword

Showing 10/02/2017 - 10/30/2022

**Surgical Pathology Report**  
02/03/2020

**Surgical Pathology Report**  
02/03/2020

**Pathology Details**

**Surgical Pathology Report**

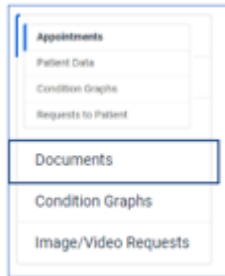
**Date:**  
02/03/2020

**Specimen:**  
**Name:** blood  
**Collection Date:**  
**Accession Number:** SP 20 1

**Exam:**  
— SURGICAL PATHOLOGY —  
Date Spec taken: Feb 03, 2020 18:14 Pathologist: Provider, Two  
Date Spec rec'd: Feb 03, 2020 18:14 Resident: Provider, Two  
REPORT INCOMPLETE Accession #: SP 20 1  
Submitted by: Provider, One

## 5.4 Documents

From the Documents tab in Patient Care, the following information can be accessed for a specific Veteran: Progress Notes, Discharge Summaries, Radiology reports, Surgery reports.



Documents				▼ Hide Filter
Progress Notes (8)	Discharge Summaries (1)	Radiology (1)	<b>Surgery (1)</b>	
DATE RANGE		KEYWORD FILTER		
From	08/01/2019		To	10/31/2022
			<a href="#">Update</a>	
			<input type="text" value="Filter Documents by keyword"/>	

The information found in Documents is from VA Electronic Health Records. The number in parentheses after each label in Documents indicates the number of reports available for the Veteran in context for the specific date range selected in the filter. In the example above, there are eight Progress Notes available for the Veteran for the selected period of time.

Once a specific type of Document is selected, a list of reports available appears in List View (see examples below). Clicking the carrot/arrow for any report in List View will open the Document Details for the selected report. To close Document Details, click on the carrot/arrow once more in List View or select and open Document Details for another report in List View. Search for a specific report by using the Keyword Filter to display reports in List View that contain a particular word or term. Once a word has been searched for using the Keyword Filter, only reports containing that particular word or term will display in List View for the selected timeframe. See examples below for Progress Notes, Discharge Summaries, Radiology reports and Surgery reports.

### 5.4.1 Progress Notes

Select the Progress Notes label within Documents to view Progress Reports from VA Electronic Health Records for a specific Veteran.

**Documents** ▼ Hide Filter

**Progress Notes (8)** Discharge Summaries (1) Radiology (1) Surgery (1)

**DATE RANGE** **KEYWORD FILTER**

From 08/01/2019 To 10/31/2022 Update Filter Documents by keyword

Showing 08/01/2019 - 10/31/2022

**Document Details** ×

**HISTORY AND PHYSICAL**  
11/24/2020  
PROVIDER, ONE

**WOMENS HEALTH CLINIC NOTE**  
08/13/2020  
PROVIDER, ONE

**ADVERSE REACT/ALLERGY**  
02/03/2020  
PROVIDER, TWO

**ADMINISTRATIVE CONSULT REPORT**  
02/03/2020  
PROVIDER, TWO

**OPERATIVE/PROCEDURE NOTE**  
02/03/2020  
PROVIDER, TWO

**SURGERY DOCUMENTS SCANNED**

**HISTORY AND PHYSICAL**

**Date:**  
11/24/2020 05:14:00

**Note:**  
LOCAL TITLE: HISTORY AND PHYSICAL  
STANDARD TITLE: PRIMARY CARE H & P NOTE  
DATE OF NOTE: NOV 24, 2020@15:14 ENTRY DATE: NOV 24, 2020@15:15:25  
AUTHOR: PROVIDER, ONE  
URGENCY: STATUS: COMPLETED

this just a test

/es/ PROVIDER, ONE

Signed: 11/24/2020 15:15

### 5.4.2 Discharge Summaries

Select the Discharge Summaries label within Documents to view Discharge Summaries from VA Electronic Health Records for a specific Veteran.

**Documents** ▼ Hide Filter

**Progress Notes (8)** **Discharge Summaries (1)** Radiology (1) Surgery (1)

**DATE RANGE** **KEYWORD FILTER**

From 08/01/2019 To 10/31/2022 Update Filter Documents by keyword

Showing 08/01/2019 - 10/31/2022

**Document Details** ×

**DISCHARGE SUMMARY**  
02/03/2020  
PROVIDER, ONE

**Discharge Summary**

**Date:**  
02/03/2020 02:54:00

**Note:**  
LOCAL TITLE: Discharge Summary  
STANDARD TITLE: DISCHARGE SUMMARY  
DICT DATE: FEB 03, 2020@16:56 ENTRY DATE: FEB 03, 2020@16:56:40  
DICTATED BY: PROVIDER, TWO ATTENDING: PROVIDER, TWO  
URGENCY: routine STATUS: COMPLETED

The patient's admission laboratory data was notable for his initial blood gas, which showed a pH of 7.02 with a pCO2 of 118 and a pO2 of 103. The patient's electrocardiogram showed nonspecific ST-T wave changes. The patient's CBC showed a white count of 24,000, with 56% neutrophils and 3% bands.

### 5.4.3 Radiology

Select the Radiology label within Documents to view Radiology reports from VA Electronic Health Records for a specific Veteran.

**Documents** Hide Filter

Progress Notes (8) Discharge Summaries (1) **Radiology (1)** Surgery (1)

**DATE RANGE** **KEYWORD FILTER**

From 08/01/2019 To 10/31/2022 Update

Showing 08/01/2019 - 10/31/2022

**ANGIO ADRENAL BILAT SELECT S&I** 02/03/2020

**Document Details**

**ANGIO ADRENAL BILAT SELECT S&I**

**Date:**  
02/03/2020 02:06:00

**Note:**  
REPORT:  
ANGIO ADRENAL BILAT SELECT S&I

Proc Ord: CHEST 2 VIEWS PA&LAT  
Exm Date: FEB 03, 2020@12:06  
Req Phys: PROVIDER, TWO Pat Loc: SURGERY OP REPORT NON-COUNT (R  
Img Loc: RADIOLOGY DIV 442 OOS ID 105  
Service: Unknown

(Case 16 COMPLETE) ANGIO ADRENAL BILAT SELECT S&I (RAD Detailed) CPT:75733  
Contrast Media : unspecified contrast media

#### 5.4.4 Surgery

Select the Surgery label within Documents to view Surgery reports from VA Electronic Health Records for a specific Veteran.

**Documents** Hide Filter

Progress Notes (8) Discharge Summaries (1) Radiology (1) **Surgery (1)**

**DATE RANGE** **KEYWORD FILTER**

From 08/01/2019 To 10/31/2022 Update

Showing 08/01/2019 - 10/31/2022

**CARDIAC SURGERY** 02/03/2020 BODDULURI,PADMA

**Document Details**

**CARDIAC SURGERY**

**Date:**  
02/03/2020 09:45:00

**Note:**  
LOCAL TITLE: OPERATION REPORT  
STANDARD TITLE: SURGERY OPERATIVE REPORT  
DATE OF NOTE: FEB 03, 2020@07:45 ENTRY DATE: FEB 03, 2020@10:56:25  
SURGEON: PROVIDER, TWO ATTENDING: PROVIDER, TWO  
URGENCY: STATUS: COMPLETED  
SUBJECT: Case #: 30991

DESCRIPTION OF PROCEDURE: The patient was given 1 g of Ancef in the preop area.  
The patient was brought to the operating room and placed in the supine position.  
The left lower extremity was then prepped and draped in regular sterile routine fashion.

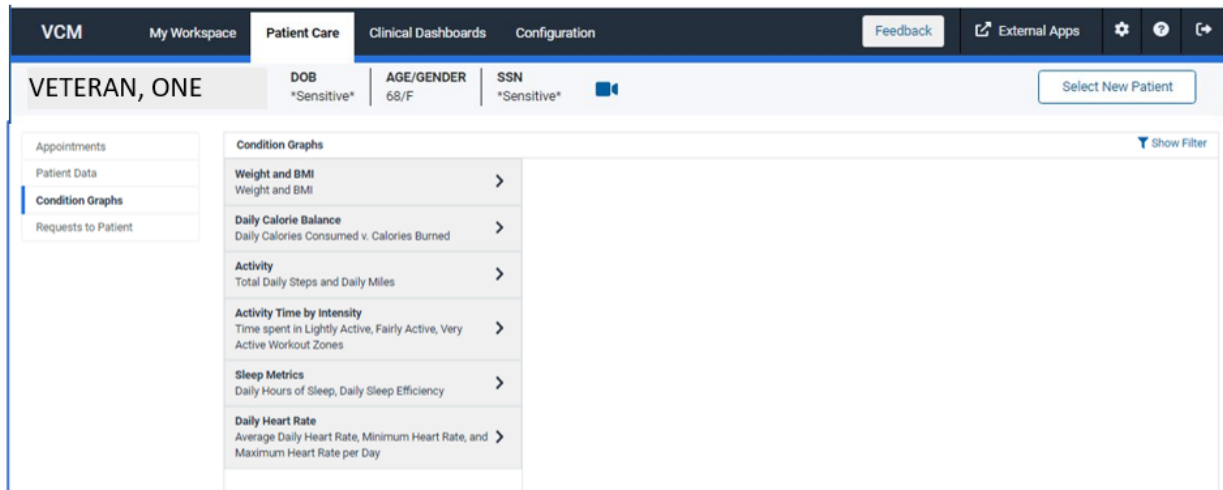
/es/ PROVIDER, TWO



## 5.5 Condition Graphs

Condition Graphs from Patient Care offer views specific to patient conditions based on data submitted via other VA Applications like Sync My Health Data.

When Condition Graphs is selected, the Condition Graphs options display in the List View. The default view for Condition Graphs is from two weeks before the current date to the current date. The filter can be hidden by selecting the Hide Filter text or icon.



### 5.5.1 Weight and BMI

The Weight and BMI graph provides a view of the patient's daily weigh-ins. Body mass index (BMI) calculation is available from hover and in the table view.



The Weight and BMI data table provides a detailed view of the patient's daily weigh-ins and body mass index (BMI) calculation data.

Weight and BMI				
Date	BMI	Weight (lbs)	Height (inches)	App/Device
02/22/2021	NA	183	NA	MobileKidney
02/11/2021	28.1	185	NA	Sync My Health Data
01/30/2021	NA	229	NA	Sync My Health Data
01/18/2021	NA	200	69	Sync My Health Data
01/12/2021	NA	90	NA	MobileKidney
01/08/2021	28.9	190	NA	Sync My Health Data
11/09/2020	30.7	250	1	Sync My Health Data
10/19/2020	NA	167	NA	Annie
10/16/2020	NA	187	NA	Annie

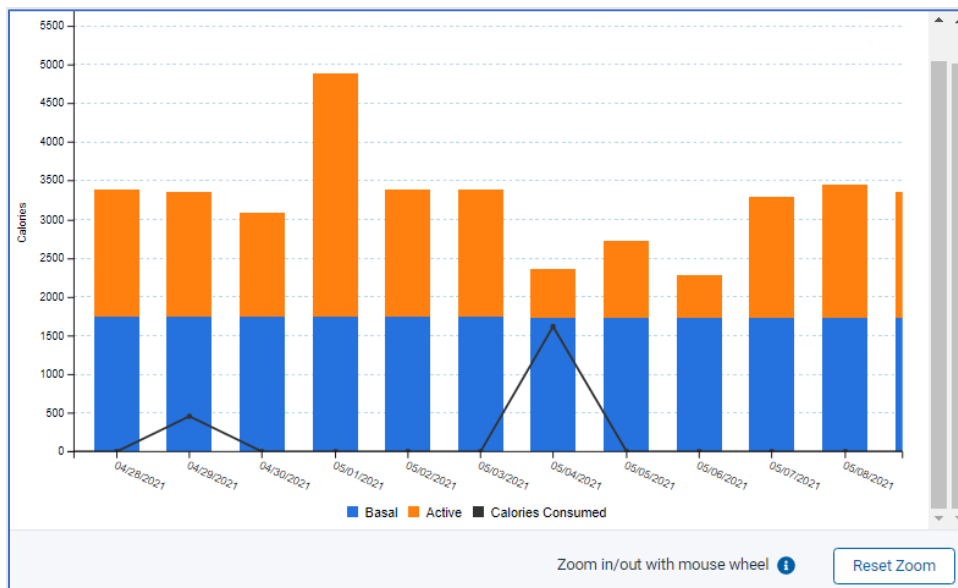
Consistent with the Patient Data graphs, there is an option on each graph to view the data in a table by selecting the table icon. Graph views can be zoomed in using the mouse roller. The button at the bottom right of the graph resets the zoom.

Graph legends can be selected to display or hide data displayed in the graph.

### 5.5.2 Daily Calorie Balance

Section verbiage and alt text pending verification

The Daily Calorie Balance graph provides a view of the patient's daily caloric balance.



The Daily Calorie Balance data table provides a detailed view of the patient's daily caloric balance data.

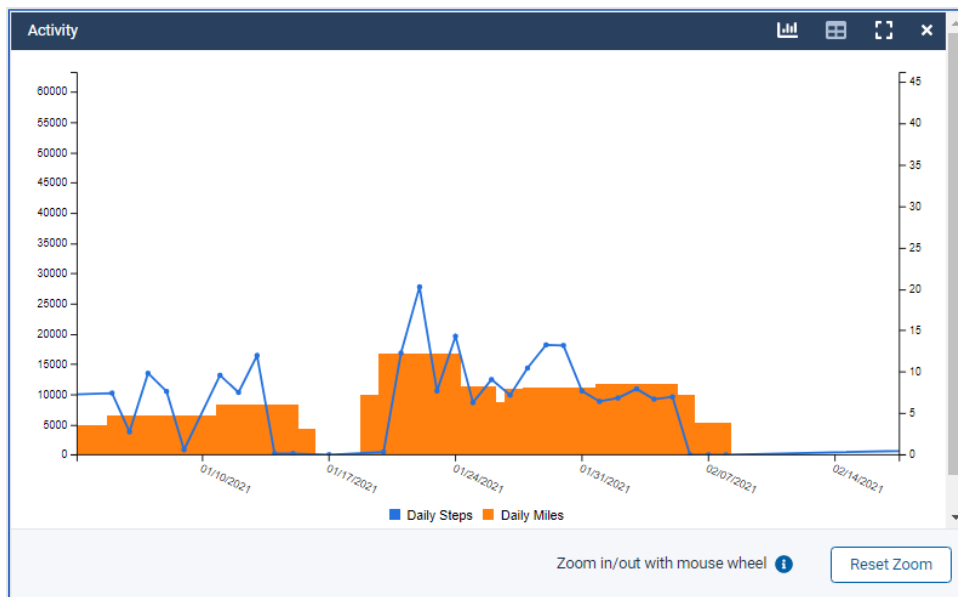
Daily Calorie Balance						
Date	Calories Balance	Calories Consumed	Calories Burned	Basal Calories	Active Calories	App/Device
02/16/2021	-439	0	439	0	0	Sync My Health Data 2
02/15/2021	-633	0	633	0	0	Sync My Health Data 2
02/14/2021	-590	0	590	0	0	Sync My Health Data 2
02/13/2021	-552	140	692	0	0	Sync My Health Data 2
02/12/2021	-485	206	691	0	0	Sync My Health Data 2
02/11/2021	-1753	0	1753	0	0	Sync My Health Data 2
02/10/2021	-1738	0	1738	0	0	Sync My Health Data 2
02/09/2021	-1248	0	1248	0	0	Sync My Health Data 2
02/08/2021	-780	0	780	0	0	Sync My Health Data 2
02/07/2021	-1753	0	1753	0	0	Sync My Health Data 2
02/06/2021	-1753	0	1753	0	0	Sync My Health Data 2
02/05/2021	-750	0	750	0	0	Sync My Health Data 2

Consistent with the Patient Data graphs, there is an option on each graph to view the data in a table by selecting the table icon. Graph views can be zoomed in using the mouse roller. The button at the bottom right of the graph resets the zoom.

Graph legends can be selected to display or hide data displayed in the graph.

### 5.5.3 Activity

The Activity graph provides a view of the patient's daily total steps and distance. Daily Miles are displayed as a bar with the Daily Steps displayed as a line graph.



The Activity data table provides a detailed view of the patient's daily activity data.

Activity			
Date	Daily Steps	Daily Miles	App/Device
08/01/2021	0	2.3	Sync My Health Data 2
07/31/2021	0	0.2	Sync My Health Data 2
07/30/2021	0	0	Sync My Health Data 2
07/30/2021	0	2.5	Sync My Health Data 2
07/29/2021	0	0	Sync My Health Data 2
07/29/2021	0	2	Sync My Health Data 2
07/29/2021	0	0	Sync My Health Data 2
07/28/2021	0	2.5	Sync My Health Data 2
07/28/2021	0	0	Sync My Health Data 2
07/28/2021	0	3.7	Sync My Health Data 2
07/27/2021	0	0	Sync My Health Data 2
07/27/2021	0	2.1	Sync My Health Data 2

Consistent with the Patient Data graphs, there is an option on each graph to view the data in a table by selecting the table icon. Graph views can be zoomed in using the mouse roller. The button at the bottom right of the graph resets the zoom.

Graph legends can be selected to display or hide data displayed in the graph.

#### 5.5.4 Activity Time by Intensity

Section verbiage and alt text pending verification

The Activity Time by Intensity graph provides a view of the patient's daily activity intensity and the length of time that intensity was maintained.

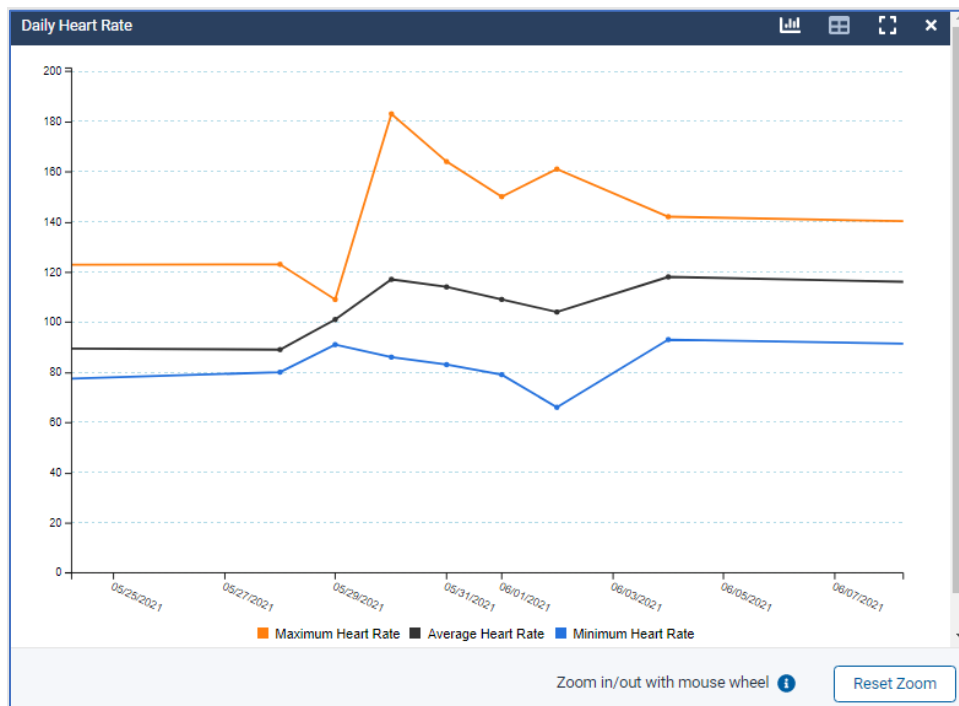


The Activity Time by Intensity data table provides a detailed view of the patient's daily activity intensity data, and the length of time that intensity was maintained.

Date	Total (min)	Lightly (min)	Fairly (min)	Very (min)	Min HR	Max HR	App/Device
05/15/2021	70	6	30	34	0	0	Sync My Health Data 2
05/15/2021	74	10	30	34	0	0	Sync My Health Data 2
05/11/2021	28	2	4	22	0	0	Sync My Health Data 2
05/11/2021	34	7	5	22	0	0	Sync My Health Data 2
04/09/2021	36	3	8	25	0	0	Sync My Health Data 2
03/28/2021	22	7	12	3	0	0	Sync My Health Data 2
03/28/2021	45	4	19	22	0	0	Sync My Health Data 2
03/27/2021	26	5	6	15	0	0	Sync My Health Data 2
03/16/2021	92	0	92	0	0	0	Sync My Health Data 2
03/15/2021	90	0	90	0	0	0	Sync My Health Data 2
03/14/2021	82	0	82	0	0	0	Sync My Health Data 2
03/13/2021	45	0	45	0	0	0	Sync My Health Data 2

### 5.5.5 Daily Heart Rate

The Daily Heart Rate graph provides a view of the patient's daily Maximum, Average, and Minimum Heart Rate as a line graph.

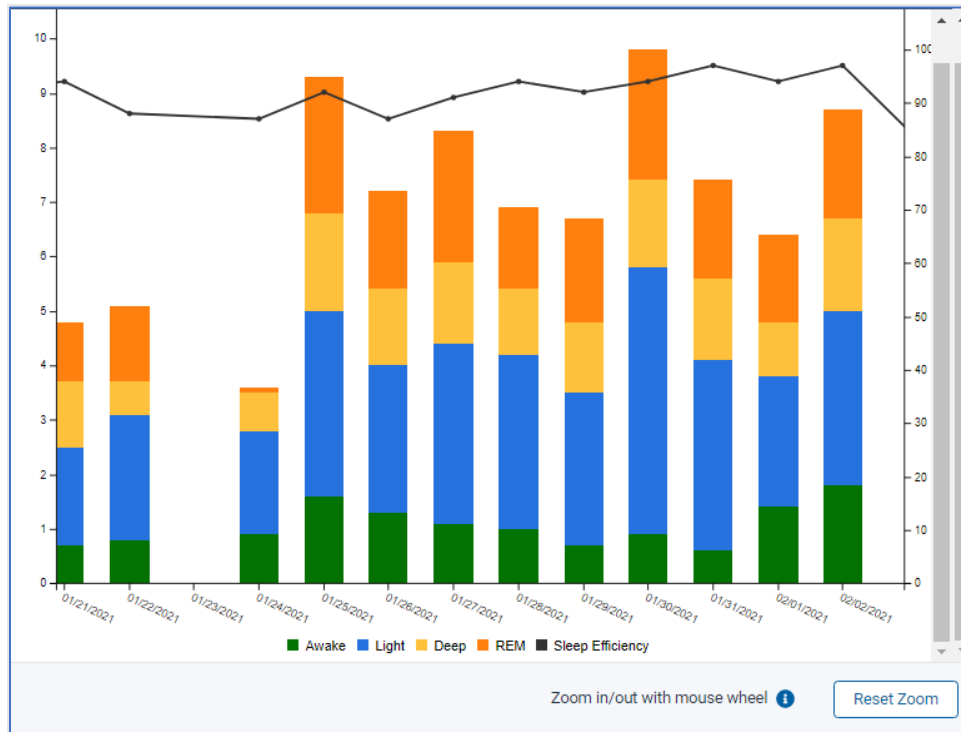


The Daily Heart Rate data table provides a detailed view of the patient's daily Maximum, Average, and Minimum Heart Rate data.

Date	Maximum Heart Rate	Average Heart Rate	Minimum Heart Rate	App/Device
05/15/2021	0	112	0	Sync My Health Data 2
05/11/2021	0	127	0	Sync My Health Data 2
04/09/2021	0	119	0	Sync My Health Data 2
03/28/2021	0	115	0	Sync My Health Data 2
03/28/2021	0	113	0	Sync My Health Data 2
03/27/2021	0	117	0	Sync My Health Data 2
02/16/2021	64	64	64	Sync My Health Data 2
02/11/2021	104	65	47	Sync My Health Data 2
02/11/2021	125	111	0	Sync My Health Data 2
02/11/2021	71	69	0	Sync My Health Data 2
02/10/2021	122	73	54	Sync My Health Data 2
02/10/2021	0	103	0	Sync My Health Data 2

### 5.5.6 Sleep Metrics

The Sleep Metrics graph provides a view of the patient's daily sleep pattern. Sleep metrics of Awake, Light, Deep, and REM are displayed as a stacked bar, with the sleep score displayed as a line graph.



The Sleep Metrics data table provides a detailed view of the patient's daily sleep pattern data.

Sleep Metrics							
Date	Total Sleep (hrs)	Sleep Efficiency	Awake (hrs)	REM (hrs)	Deep (hrs)	Light (hrs)	App/Device
08/24/2022	5.4	95	1.1	1.8	0.6	3	Sync My Health Data 2
08/24/2022	2.7	95	0	0	0	0	Sync My Health Data 2
08/23/2022	3.3	87	0.7	0.4	0.6	2.3	Sync My Health Data 2
08/22/2022	5	88	0.8	1.5	1	2.6	Sync My Health Data 2
08/18/2022	2.8	95	0	0	0	0	Sync My Health Data 2
08/17/2022	2.9	90	0.4	0.9	0.8	1.2	Sync My Health Data 2
08/17/2022	2.8	95	0	0	0	0	Sync My Health Data 2
08/16/2022	4.9	86	0.7	1.4	0.6	2.9	Sync My Health Data 2
08/15/2022	3	93	0.5	0.5	0.3	2.2	Sync My Health Data 2
08/15/2022	2.1	0	0	0	0	0	Sync My Health Data 2
08/15/2022	0.2	0	0	0	0	0	Sync My Health Data 2
08/15/2022	0	0	0	0	0	0	Sync My Health Data 2

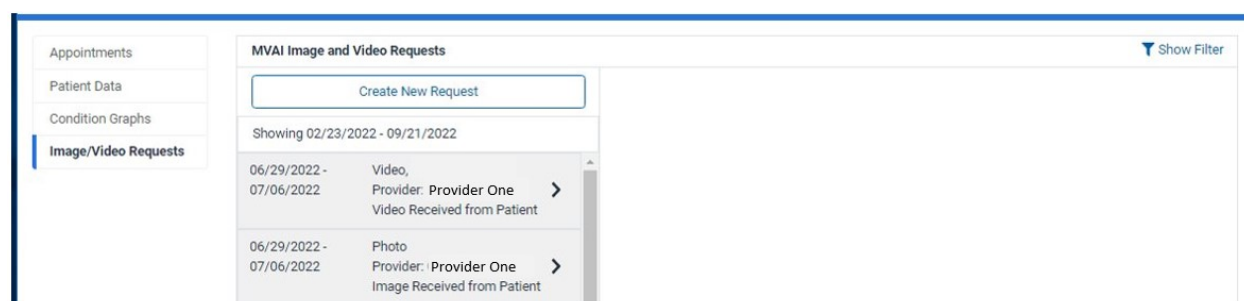
Consistent with the Patient Data graphs, there is an option on each graph to view the data in a table by selecting the table icon. Graph views can be zoomed in using the mouse roller. The button at the bottom right of the graph resets the zoom.

Graph legends can be selected to display or hide data displayed in the graph.

## 5.6 Requests to Patients

Requests to Patients allows the creation of a new single or recurring Photo, Video or Telederm Request from the VCM user to a Veteran and allows the VCM user to search for Requests that have already been submitted to Veterans.

Select “Request to Patient” to create a new request for the Veteran/patient in context. Options include Photo and Video Requests. If not restricted, the user has the option to create a Telederm Request (image further below shows Telederm option). Submitting a Photo Request will be used as an example.



Selecting “Show/Hide Filter” allows the user to display filters to support the search for a previously submitted Request. Filters include date range of the Request, as well as Status, Type (Photo, Video or Telederm), the option to display “Requests I Created”, Service/Specialty, as well as the option to filter by keyword to further narrow the search. All filters are optional, but selecting a number of filters may help narrow the search.

To customize a filter set to see preferred requests by default, select the Status, Type(s), Display and Service/Specialty, then select “Save As My Default”. These filters will be saved as default for the user.

and when they return to Image and Video Requests in Patient Care, the image requests in the list view will be based on these saved filter selections.

**MVAI Image and Video Requests** Hide Filter

**DATE RANGE**  
 From  To

**KEYWORD FILTER**

**STATUS**  
☒ Upcoming ☒ Completed  
☒ Pending Patient Reply ☒ Expired  
☒ Received

**TYPE**  
☒ Photo  
☒ Video  
☒ Telederm

**DISPLAY**  
☒ Requests I Created

**SERVICE**

Select “Create New Request” to create a new Photo, Video or Telederm Request for a Veteran. Indicate the type of Request by selecting “Photo”, “Video” or “Photo (Teledermatology)”. Users with may select “Show restricted requests” to display the option to create a Telederm request.

**Requests to Patient** Show Filter

Showing 12/02/2021 - 06/30/2022

05/31/2022 - 06/07/2022	Photo Provider: Provider One Pending Patient Reply	>
-------------------------	--	---

**Select Type of Request:**

**Photo**  
 Request Veteran submit one or more photos for your review

**Video**  
 Request Veteran submit a video for your review

[Hide restricted requests](#)

**Restricted Request:**

**Photo (Teledermatology)**  
 Dermatologist restricted photo request

Users must enter the required fields below for new Photo, Video and Telederm Requests, as indicated by a red star.



**Create New Photo Request**

**REQUEST DETAILS**

**Requesting Provider:** Provider One

**Status:** Pending Reply

**\* Start Date:** 05/31/2022

**\* Response Window:** 1 week (7 days)

**\* Recurring:** None

**PATIENT CONTACT INFORMATION**  
(Used to notify Veteran about the request)

**\* Patient Email:** patient@example.com

Cancel Submit

The user has the option to select a Request that recurs daily, weekly, biweekly or monthly using the dropdown option under “Recurring”. Selecting none will result in a single Request submission to the Veteran.

**Create New Photo Request**

**REQUEST DETAILS**

**Requesting Provider:** Provider One

**Status:** Pending Reply

**\* Start Date:** 05/31/2022

**\* Response Window:** 1 week (7 days)

**\* Recurring:** None

**PATIENT CONTACT INFORMATION**  
(Used to notify Veteran about the request)

**\* Patient Email:** patient@sample.email

Cancel Submit

The user may enter multiple providers’ contact information.

**Create New Photo Request**

**Patient Cell:**  
(999) 999-9999  
(For patient calling - not for SMS use)

**PROVIDER(S) CONTACT INFORMATION**  
(Veteran cannot see this information. Used to provide request status.)

**\* My Email:**  
Provider1@email.ooo

[Add Another Provider](#)

**ALTERNATE RESPONSIBLE PARTY**

[Cancel](#) [Submit](#)

It is required to enter an email address for an Alternate Responsible Party (ARP) when completing a submission. This ARP is a colleague of the user who will receive notifications if the Requesting user does not respond to the Veteran's submitted Request. "My Email" cannot be the same email address as the email address of the ARP.

**Create New Photo Request**

**ALTERNATE RESPONSIBLE PARTY**  
(Notified if received images is not completed)

**\* Alternate Responsible Party Email:**  
ARP@email.ooo

**REQUEST IMAGE**  
(Info provided to Veteran)

**\* Photo(s) Requested and/or Instructions:**  
Enter photo(s) requested and/or instructions ...

[Cancel](#) [Submit](#)

For Telederm only, the user must select one or multiple body parts for the Photo Request.

**Create New Telederm Request**

[Add Another Provider](#)

**ALTERNATE RESPONSIBLE PARTY**  
(Notified if received images is not completed)

\* Alternate Responsible Party Email:  
ARP@email.ooo

**REQUEST IMAGE**  
(Info provided to Veteran)

\* Take Photo Of:

Left Side of Face

- ☐ Head and Face
- ☒ Left Side of Face
- ☐ Top of Head
- ☐ Neck, Front
- ☐ Neck, Left Side
- ☐ Neck, Rear
- ☐ Neck, Right Side
- ☐ Side of Hand and Fingers

2000 characters remaining

[Cancel](#) [Submit](#)

Once the required information has been completed, the user is prompted with a confirmation modal to clear or create the Request.

**CREATE PHOTO REQUEST**

Do you want to create a Photo Request:

**Start Date:** 05/31/2022  
**Response Window:** 1 week  
**Recurring:** none

[No](#) [Yes, Create](#)

The following confirmation and details will display once the Request has been created.

**Health Photo Request Details**

Created on: 05/31/2022  
 Timeframe: 05/31/2022 to 06/07/2022  
 Requesting Provider: Provider  
 Alternate Responsible Party: ARP@va.gov  
 Facility: Cheyenne WY VAMC  
 Status: Pending Patient Reply

**ADDITIONAL DETAILS**

Category: Photo  
 Photo(s) Requested and/or Instructions: sdfsd

**PATIENT RESPONSES**

**PROVIDER COMMENTS TO PATIENT**

To comment back to patient, Create a Note to CPRS.

**PATIENT CONTACT INFORMATION**

Phone Number: (999) 999-9999  
 Email: patient@example.com

**PROVIDER(S) CONTACT INFORMATION**

Email #1: provider1@va.gov

Once the Request is created, Actions are available, including the option to Complete the Request by Creating a Note to CPRS, or Complete the Request without a Note.

**Health Photo Request Details**

**PATIENT, NAME**

**REQUEST DETAILS**

Created on: 05/05/2022  
 Timeframe: 05/06/2022 to 05/13/2022  
 Requesting Provider: Provider One  
 Alternate Responsible Party: arp@email.com  
 Facility: Cheyenne VA Medical Center  
 Status: Image Received from Patient

**ADDITIONAL DETAILS**

Category: Photo  
 Photo(s) Requested and/or

Complete by Creating a Note to CPRS  
 Complete without Note

Actions

Once “Complete by Creating a Note to CPRS” is selected, the user can review images and send a note to CPRS by completing the following required and optional fields (required fields are designated with a red asterisk).

REVIEW IMAGES AND SEND NOTE TO CPRS

1. Select Images and Write Note
2. Complete Encounter Form
3. Review Before Signing

Name	Image	Comments from Patient	Attach to Note ⓘ
General		swwww	<input type="checkbox"/>

**\* Required field**

Comment back to patient: No Prior Comments

Comment will be sent to patient when this note is signed and sent to CPRS. 2000 characters remaining

**\* Note Title:**

**\* Encounter Location:**

Select Encounter Location

**\* Progress Note (Editable):**

PROVIDER DOCUMENTATION

REQUEST DETAILS

Request Details for My VA Images Photo request

Create Date: 05/05/2022 @ 16:52 PM

Time frame for Photo request: 05/06/2022 to 05/13/2022

Requesting Provider: Lalzare, Manoj

Save Draft in VCM
Next

REVIEW IMAGES AND SEND NOTE TO CPRS

1. Select Images and Write Note
2. Complete Encounter Form
3. Review Before Signing

Name	Image	Comments from Patient	Attach to Note ⓘ
General		swwww	<input type="checkbox"/>

**\* Required field**

Comment back to patient: No Prior Comments

Thanks

Comment will be sent to patient when this note is signed and sent to CPRS. 1994 characters remaining

**\* Note Title:**

Photo Request for you

**\* Encounter Location:**

Select Encounter Location

**\* Progress Note (Editable):**

PROVIDER DOCUMENTATION

REQUEST DETAILS

Request Details for My VA Images Photo request

Create Date: 05/05/2022 @ 16:52 PM

Time frame for Photo request: 05/06/2022 to 05/13/2022

Requesting Provider: Lalzare, Manoj

Save Draft in VCM
Next

An error message will display if the user attempts to move through the note without completing required fields before moving to the next step.

REVIEW IMAGES AND SEND NOTE TO CPRS

1. Select Images and Write Note 2. Complete Encounter Form 3. Review Before Signing

**Error**

Note Title is required.

Encounter Location is required.

\* Required field

Name	Image	Comments from Patient	Attach to Note
General		SWWW	<input type="checkbox"/>

Comment back to patient: No Prior Comments

Thanks

Comment will be sent to patient when this note is signed and sent to CPRS. 1994 characters remaining

\* Note Title: Photo Request for you x

\* Encounter Location: Clinic Appointment  
MHC FRIEDT  
12/22/2021 11:00 AM [Change](#)

\* Progress Note (Editable): PROVIDER DOCUMENTATION

Save Draft in VCM Next

REVIEW IMAGES AND SEND NOTE TO CPRS

✓ Select Images and Write Note 2. Complete Encounter Form 3. Review Before Signing

\* Required field

VISIT TYPE

Type of Visit:  
Clinic has not provided Visit Types

PROVIDERS

\* Providers:

Available Primary

Wilson, Kathryn @ Remove

Provider2

Service Connected Condition	Yes No	Agent Orange Exposure	Yes No
Ionizing Radiation Exposure	Yes No	Southwest Asia Conditions	Yes No
Military Sexual Trauma	Yes No	Head and/or Neck Cancer	Yes No

Back Save Draft in VCM Next

REVIEW IMAGES AND SEND NOTE TO CPRS

✓ Select Images and Write Note

2. Complete Encounter Form

3. Review Before Signing

Military Sexual Trauma

Yes

No

Head and/or Neck Cancer

Yes

No

Combat Vet (Combat Related)

Yes

No

Shipboard Hazard and Defense

Yes

No

DIAGNOSIS

Add Diagnosis...

Problem List

There were no existing problems found.

\* Selected Diagnosis

Primary

There are no selected diagnoses.

PROCEDURES

Add Procedure...

There are no selected procedures.

Back

Save Draft in VCM

Next

REVIEW IMAGES AND SEND NOTE TO CPRS

✓ Select Images and Write Note

✓ Complete Encounter Form

✓ Review Before Signing

NOTE TITLE

PHYSICAL <AMB CARE ANNUAL PHYSICAL EXAM FORM (TEMPLATE)>

NOTE TO BE SENT TO CPRS

PROVIDER DOCUMENTATION

REQUEST DETAILS

Request Details for My VA Images Photo request

Create Date: 05/05/2022 @ 16:52 PM

Time frame for Photo request: 05/06/2022 to 05/13/2022

Requesting Provider: Lalzare, Manoj

Facility Name: Cheyenn

Status: Image Received

Request#: 6274391dd3e9120868cceff7

Photo(s) Requested and/or Instructions: michael.moreno@id.me

PATIENT SUBMITTED IMAGES AND COMME

Date Submitted by patient: 05/05/2022 @ 16:54 PM

General - swww

Back

Save Draft in VCM

Sign and Save to CPRS

REVIEW IMAGES AND SEND NOTE TO CPRS

✓ Select Images and Write Note

✓ Complete Encounter Form

✓ Review Before Signing

Thanks

ENCOUNTER LOCATION

Appointment  
MHC FRIEDT  
12/22/2021 11:00 AM

LINKED IMAGES

No Images Selected

VISIT TYPE

No Visit Type Selected

RELATED TO

Service Connected Condition

No

Agent-Driven Encounter

No

No

No

No

No

PROVIDERS

VA Provider

Bailey, Jennifer L.  
VA Provider

DIAGNOSIS

C22.0 - Liver Cell Carcinoma (ICD-10-CM C22

PROCEDURES

00145 - Anesthesia for Procedures on Eye; Vitreoretinal Surgery (CPT-4 00145)  
No Modifiers Selected

SAVE NOTE TO CPRS

\* Please sign note

\*\*\*\*\*

👁

Cancel

Submit

✕

\* Required field

Back

Save Draft in VCM

Sign and Save to CPRS



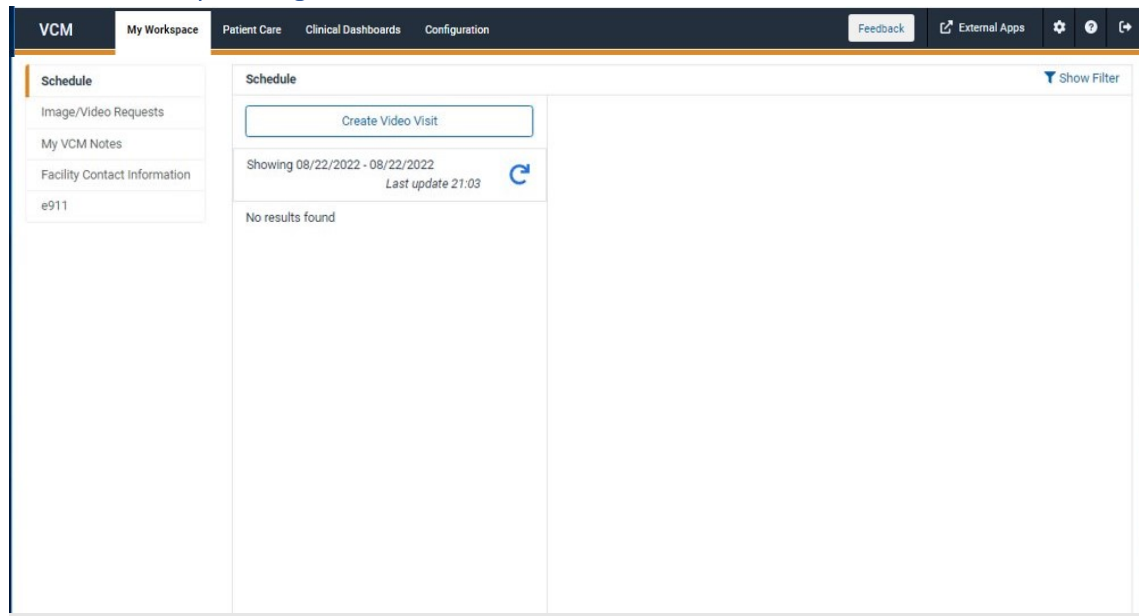
## 6. My Workspace Tab

The My Workspace area of the system provides the full schedule of upcoming appointments for the authenticated user.

### 6.1 Schedule

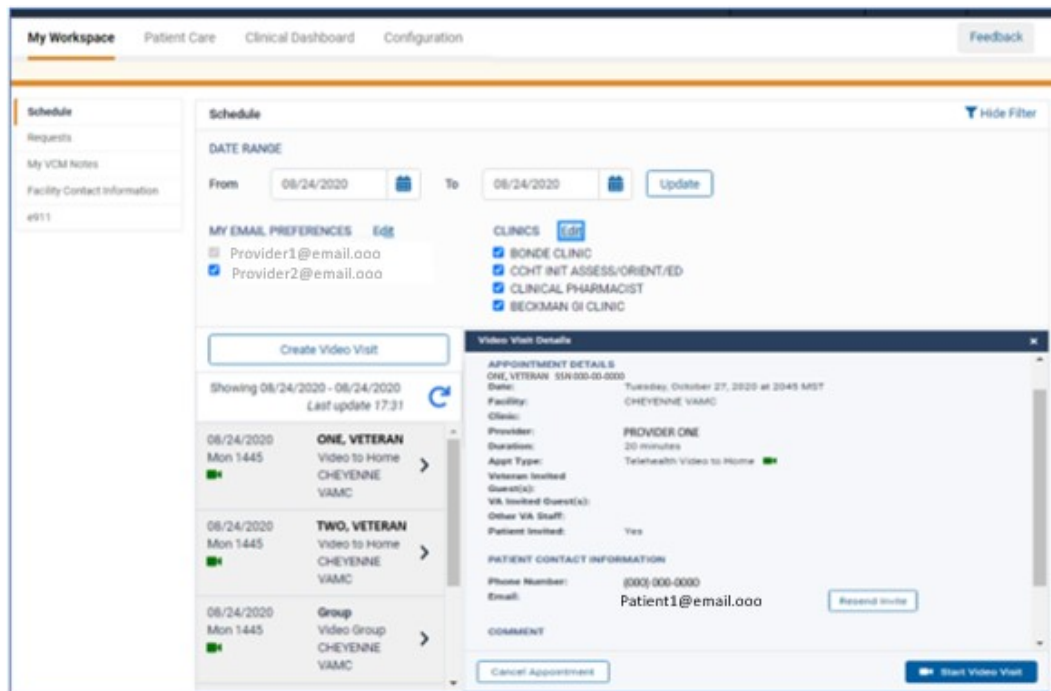
This menu option allows the creation and management of appointments for patients not in the current facility's Veterans Information Systems and Technology Architecture (VistA), a single patient in the current VistA facility, as well as group appointments for healthcare treatment of multiple patients at the same time.

#### 6.1.1 Upcoming Schedule



##### 6.1.1.1 Schedule Filters

1. Set the date range Filter using the From and To fields, and then select the **Update** button for upcoming scheduled appointments to appear.
2. Narrow the results down further by using My Email Preferences or Clinics filters, by checking or unchecking the checkboxes for each choice, and selecting the **Update** button again to modify the scheduled appointments shown.
3. Select an appointment from the results listed below the search filters, to view the Scheduled Appointment Details modal.



### 6.1.2 Schedule List View

Scheduled appointments for the Provider can be viewed within their Schedule tab. Appointments displayed include Telehealth, Traditional (In Person), and Telephone.

If the appointment is Telehealth, a video camera icon displays in the list view. If the Clinic name contains “Phone” or “Telephone”, a telephone icon displays. Traditional non-telephone appointments do not have an icon.

For video visits, fifteen (15) minutes prior to the appointment time until the end of the appointment duration time, an icon displays in the list view to “Start”. Selecting this icon launches VVC for the video visit.

If a Patient has joined the video visit on the current date, an icon displays “Online” in the list view below the date and time. When the Patient exits the application using “Leave”, the online icon is cleared.

In the Appointment Details, there are appointment management buttons for Telehealth appointments, such as a Resend Notification button for updates to appointments, a Start button for Video Visits, and a Cancel Appointment button. Traditional and Telephone appointments cannot be managed from VCM.

### 6.1.3 Create New Video Visit for a Single Veteran (Email Only)

Patients not in the current VistA cannot be located via Patient Search on the Patient Care tab. This means that to make an appointment for them, you will go to the My Workspace tab instead.

To create a new appointment for a Single Veteran (Email Only):

Create Video Visit

VIDEO VISIT INFORMATION

\* Select type of Video Visit:

☒ Single Veteran
 ☐ Group

\* I, **Provider One**, will be leading this video visit:

☒ Yes
 ☐ No

MY INFORMATION

\* My Email for Appointment Notifications:

My Cell Phone for Appointment Text Notifications:

(000) 000-0000

Not shared with patients

☐ Save my contact information in Preferences. This will be used for future appointments.

- On the My Workspace tab, select **Schedule** from the menu on the left.

My Workspace

Patient Care

Clinical Dashboard

Configuration

Feedback

Schedule

Requests

My VCM Notes

Facility Contact Information

e911

Schedule

DATE RANGE

From

08/24/2020

To

08/24/2020

Update

MY EMAIL PREFERENCES

Edit

☐ Provider1@email.ooo
 ☒ Provider2@email.ooo

CLINICS

Edit

☒ BONDE CLINIC
 ☒ OCHT INIT ASSESS/ORIENT/ED
 ☒ CLINICAL PHARMACIST
 ☒ BECKMAN GI CLINIC

- Select the **Create Video Visit** button.

3. Maintain the default selection of **Single Veteran (Email Only)** in the Type of Video Visit field.
4. Indicate who is creating the appointment. The visit information form will default to the **Yes** radio-button, meaning the appointment is for you, the provider.

**Note:** If you are not the provider, you will choose the **No** radio-button in this step, to create the appointment for someone else. Follow the **Steps 2a-d** in *Section 5.2.2 Create New Video Visit*, for images and instructions for creating a video visit on behalf of another healthcare provider.

5. Set the date, time, and duration of the appointment.
6. To add a patient to the appointment, you can either search for the patient, or add their information manually. If the patient is in the VistA facility patient list, you can Search for the Patient by name or SSN. The patient's name will pre-fill. If the patient has preferences from a previous appointment, the email and phone will also pre-fill.

The screenshot shows the 'Create Video Visit' dialog box. At the top, there is a 'Duration' dropdown menu set to '20 minutes'. Below this is the 'VETERAN MEETING PARTICIPANT' section with two radio buttons: 'Search' (selected) and 'Add Manually'. Under the 'Search' section, there is a search input field containing 'zztest, p' and a magnifying glass icon. A dropdown list of search results is visible, including 'ZZTEST, TEMPLINK', 'ZZTESTTWOCTT, MPITWO', 'ZZTESTTWOJMH, MPITWO', 'ZZTESTTWOJRM, MPITWO', 'ZZTESTTWOJST, MPITWO', and 'ADD VETERAN MANUALLY...'. Below the search results is a text area labeled 'Enter comments here ...'. At the bottom of the dialog, there are 'Cancel' and 'Create Video Visit' buttons.

7. If the patient is not found in the search, you can select Add Veteran Manually.

The screenshot shows the 'Create Video Visit' dialog box with the 'Add Manually' radio button selected. The 'Search' section is empty. Below it, there is an 'Email' field with the text 'Veteran@email.ooo'. Underneath the email field are two input fields for 'First Name' and 'Last Name'. At the bottom, there is a 'Veteran's Cell Phone' field with the text '(999) 999-9999'.

8. When the patient is selected, verify that they have agreed to accept messages, then select the correct email and or phone, or enter a new email and/or phone. If the patient has not agreed to receive text messages, select "None" for phone.

☐ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply. [i](#)

\* Enter contact information or select from existing.

Email: ☐ Veteran@email.ooo ☐ (999) 999-9999

☒ veteran1@email.ooo ☒ (000) 000-0000

☐ veteran2@email.ooo ☐ None

☐ None

☐ Patient requests this email/phone be their preferred contact information for all VA Communications.

Time Zone:

9. Select the email and/or phone number for the patient. Patient contact information displays from the VA.gov profile and from previous VCM appointments. If neither is accurate, a new email and or phone number can be entered. If the patient does not wish to receive text notifications and reminders for this appointment, select None. Information on how patients can update their contact information can be found at: <https://www.va.gov/change-address/>

☒ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply. [i](#)

\* Enter contact information or select from existing.

Email: ☐ Veteran@email.com ☐ (999) 999-9999

☒ veteran1@email.ooo ☒ (000) 000-0000

☐ veteran2@email.ooo ☐ None

☐ None

☐ Patient requests this email/phone be their preferred contact information for all VA Communications.

Time Zone:

10. If you know the patient is not in the VistA facility, select to Add Manually directly by selecting the radio button, verify that the patient has agreed to receive email and/or phone messages for the appointment, and then enter the patient information.

Create Video Visit

VETERAN MEETING PARTICIPANT

☐ Search

☒ Add Manually

☐ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply.

\* Enter contact information.

Email:

Veteran@email.com

Cell # for text:

(999) 999-9999

First Name:

Last Name:

Time Zone:

Mountain Daylight/Standard Time

Guest(s)

Add Guest

VA Staff

Add Additional VA Staff

Cancel

Create Video Visit

67 | Page

Create Video Visit

VETERAN MEETING PARTICIPANT

☐ Search ☒ Add Manually

☒ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply. ⓘ

\* Enter contact information.

Email:

Cell # for text:

First Name:

Last Name:

Time Zone:

Guest(s)

VA Staff

- Once all required appointment details have been added, select the **Create Video Visit** button to complete scheduling.



### 6.1.4 Create New Group Video Visit

To create a new Group Video Visit appointment:

1. On the My Workspace tab, select **Schedule** from the menu on the left. The default viewing pane will display a single-day range for scheduled appointments.

The screenshot shows the 'My Workspace' tab with the 'Schedule' menu selected. The main area displays a 'DATE RANGE' from 08/24/2020 to 08/24/2020. Below this, there are sections for 'MY EMAIL PREFERENCES' (listing Provider1@email.ooo and Provider2@email.ooo) and 'CLINICS' (listing SONDE CLINIC, COHT INIT ASSESS/ORIENT/ED, CLINICAL PHARMACIST, and BECKMAN GI CLINIC). A 'Create Video Visit' button is visible. A modal window titled 'Video Visit Details' is open, showing appointment information for 'ONE, VETERAN' on Tuesday, October 27, 2020 at 2045 MST. The details include facility (CHEYENNE VAMC), provider (PROVIDER ONE), duration (20 minutes), and patient contact information (Phone Number: (000) 000-0000, Email: Patient1@email.ooo). Buttons for 'Cancel Appointment' and 'Start Video Visit' are at the bottom of the modal.

2. Select the **Create Video Visit** button, and the entry form modal will appear.

The 'Create Video Visit' modal form is displayed. It includes sections for 'VIDEO VISIT INFORMATION' (with radio buttons for 'Single Veteran' and 'Group'), 'MY INFORMATION' (with a text field for 'Email for Appointment Notifications' and a text field for 'Provider's Cell Phone for Text Reminders'), and 'APPOINTMENT DATE & TIME' (with a date picker and a time selector). A 'Cancel' button is at the bottom left, and a 'Create Video Visit' button is at the bottom right.

3. Select the **Group Video** radio-button in the Type of Video Visit field.
4. Indicate who is creating the appointment. The visit information form will default to the **Yes** radio-button, meaning the appointment is for you, the provider.

**Note:** If you are not the provider, you will choose the **No** radio-button in this step, to create the appointment for someone else. Follow the **Steps 2a-d** in *Section 5.2.2 Create New Video Visit*, for images and instructions for creating a group video visit on behalf of another healthcare provider.

5. Add or verify your contact information.

The screenshot shows two sections of a form. The first section, titled 'APPOINTMENT DATE & TIME', contains fields for Date (03/29/2020), Time (MST) (22:30), and Duration (20 minutes). The second section, titled 'GROUP INFORMATION AND PARTICIPANTS', contains a 'Group Name' text input field.

6. Set the date, time, and duration of the appointment.
7. Create a group by adding the Group Name.

The screenshot shows a window titled 'Create Video Visit'. The 'GROUP INFORMATION AND PARTICIPANTS' section is active, showing a 'Group Name' text input field. Below this, there is a 'Veterans' section with a message: 'You may invite up to 100 Veterans to join your virtual group appointment. \* Each Veteran must have an email for appointment notification - at least one is required.' Below the message is a table with two columns: 'Veteran Name' and 'Contact Info'. At the bottom of the table is an 'Add Veteran' button.

8. Establish the group membership by selecting the **Add Veteran** button to reveal the search field.
9. Begin typing all or part of the **patient's last name** or **Social Security Number (SSN)** (SSN search with or without dashes, OR the "Last Init + SSN Last 4" (e.g., S1234)) in the search field. A drop-down selection list will populate using that criteria.

ADD VETERAN TO GROUP

Search for Veteran to Add to Group

test

TEST. PATIENT1

TEST. PATIENT2

TEST. PATIENT3

TEST. PATIENT4

TEST. PATIENT5

TEST. PATIENT6

Cancel

10. Scroll to search through the results and make a choice or enter more characters to refine the options available. Choose the patient from the list to add them to the group. When the patient is selected, verify that this is the correct patient, verify that they have agreed to receive messages.

ADD VETERAN

Last Name: ONE      Gender: M

First Name: VETERAN      Location: Not Currently Admitted

Date of Birth: 01/01/1900      SSN: 000-00-0000

Age: 49

☐ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply. [i](#)

\* Enter contact information or select from existing.

Email:      Cell # for text:

☐ Veteran@email.com      ☐ (999) 999-9999

☒ veteran1@email.ooo      ☒ (000) 000-0000

☐ None      ☐ None

☐ Patient requests this email/phone be their preferred contact information for all VA Communications.

Time Zone:

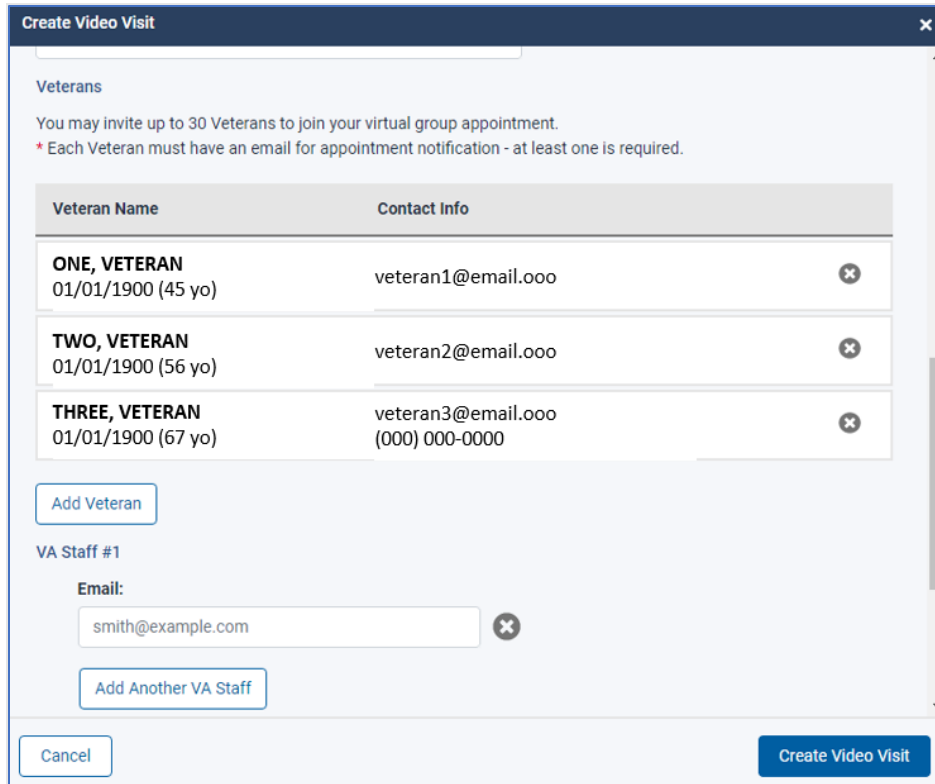
Central Daylight/Standard Time

Cancel      Add Veteran

11. Check the box to verify that the patient has agreed to receive communications (messages) about this appointment. Messages can be either email or text. Patients must receive either an email, or an SMS text message, or can elect to receive both.
12. When the box is checked, options for the patient display. Patient contact information from the VA.gov profile will display first. If they have preferences set from previous Video Visits in VCM, that will display next. There is an option to enter a new/different email above these options:
  - Select the appropriate email, or enter a new email
  - If the user has agreed to receive SMS, select the correct phone number
  - If the user has NOT agreed to receive SMS, select None
13. To update the Patient's preferred email and/or phone number, check the box to indicate that the Patient requests this email/phone be their preferred contact information for all VA Communications. When the "Patient requests this email/phone be their preferred contact information for all VA Communications" box is checked, and the appointment is created:
  - The selected email will be updated and only that email will display the next time an appointment is created
  - If a phone number was selected, only that phone will display the next time an appointment is created
  - If "None" is selected for the phone number, the phone numbers will not be updated. The patient will NOT receive a text message for the appointment.

Note: Information on how patients can update their contact information can be found at: <https://www.va.gov/change-address/>

14. Add the Veteran to the group by selecting **Add Veteran** button.

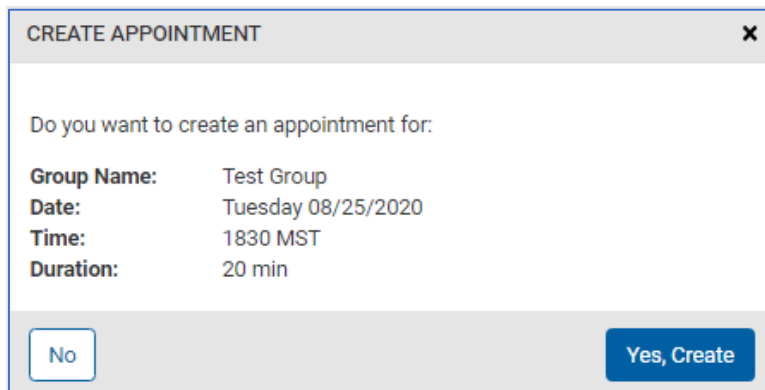


The 'Create Video Visit' modal is displayed. It features a title bar with a close button. Below the title, there is a section for 'Veterans' with a note: 'You may invite up to 30 Veterans to join your virtual group appointment. \* Each Veteran must have an email for appointment notification - at least one is required.' A table lists three veterans with their names, birth dates, ages, and contact information. Each row has a close button. Below the table is an 'Add Veteran' button. Underneath, there is a section for 'VA Staff #1' with an 'Email:' label and a text input field containing 'smith@example.com' and a close button. Below this is an 'Add Another VA Staff' button. At the bottom, there are 'Cancel' and 'Create Video Visit' buttons.

Veteran Name	Contact Info
ONE, VETERAN 01/01/1900 (45 yo)	veteran1@email.ooo
TWO, VETERAN 01/01/1900 (56 yo)	veteran2@email.ooo
THREE, VETERAN 01/01/1900 (67 yo)	veteran3@email.ooo (000) 000-0000

Buttons: Add Veteran, Add Another VA Staff, Cancel, Create Video Visit

15. Select the **Create Video Visit** button to create a new appointment for the group displayed.



The 'CREATE APPOINTMENT' modal is displayed. It has a title bar with a close button. The main text asks: 'Do you want to create an appointment for:'. Below this, the appointment details are listed: Group Name: Test Group, Date: Tuesday 08/25/2020, Time: 1830 MST, and Duration: 20 min. At the bottom, there are 'No' and 'Yes, Create' buttons.

Do you want to create an appointment for:

Group Name: Test Group  
Date: Tuesday 08/25/2020  
Time: 1830 MST  
Duration: 20 min

Buttons: No, Yes, Create

16. In the Create Appointment modal, confirm by selecting the **Yes, Create** button. The appointment confirmation modal will display.

**APPOINTMENT SCHEDULED** ✕

The following Group Video Visit has been booked.

**Date:**  
Tuesday 08/25/2020 at 1830 MST

**Facility / Clinic:**  
CHEYENNE VAMC

**Duration of Appointment:**  
20 minutes

**Group Name:**  
Test Group

**A confirmation email has been sent to the following:**

**Provider:**  
✓ provider1@va.gov

**Patient(s):**  
✓ veteran1@email.ooo      ✓ veteran3@email.ooo  
✓ veteran2@email.ooo

**Video Visit Instructions:**  
The Video Visit can be started from the email or the scheduled appointment list.

OK

If the date of the Video Visit just created is outside the currently filtered Date Range, a modal displays at the top right of the page.

**VCM**

**My Workspace** Patient Care Clinical Dashboards Configur

Schedule

Notifications

Schedule

Requests

My VCM Notes

Facility Contact Information

e911

Schedule

DATE RANGE

From 08/24/2020 To 08/24/2020 Update

Alert ✕  
Your new appointment will not display based on current filter selection.

Hide Filter

## 6.2 Managing Group Participant List

The group appointment video visit summary view provides the choices to Add Veterans to the group appointment, or to Resend Appointment Invitations to attendees.

Video Visit Details

Group Appointment - Test Group

APPOINTMENT DETAILS

Date:

Wednesday, April 01, 2020 at 1130 EST

Facility:

CHEYENNE VAMC

Clinic:

Provider:

VA PROVIDER

Duration:

20 minutes

Appt Type:

Telehealth Group Video

Other VA Staff:

VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

Veteran Name	Contact Info	
ONE, VETERAN 01/01/1900 (45 yo)	veteran1@email.ooo	
TWO, VETERAN 01/01/1900 (56 yo)	veteran2@email.ooo	
THREE, VETERAN 01/01/1900 (67 yo)	veteran3@email.ooo (000) 000-0000	

Add Veteran

Resend Invite/Edit Email

COMMENT

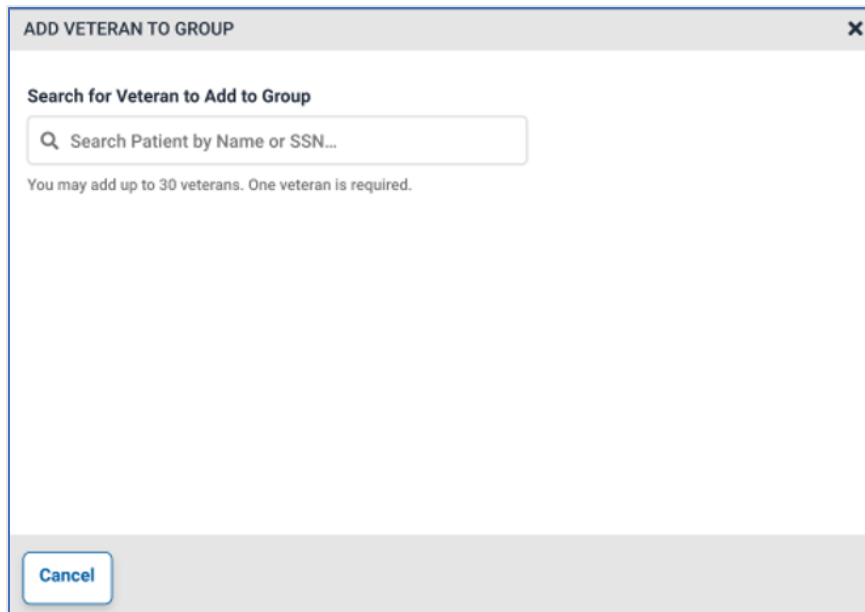
Create Additional Appointment for this Group?

Create Additional Appointment

Cancel Appointment

Start Video Visit

1. Select the **Add Veteran** button to access the patient search form.
2. Begin typing all or part of the **patient's last name** or **Social Security Number (SSN)** (SSN search with or without dashes, OR the "Last Init + SSN Last 4" (e.g., S1234)) in the search field.



ADD VETERAN TO GROUP

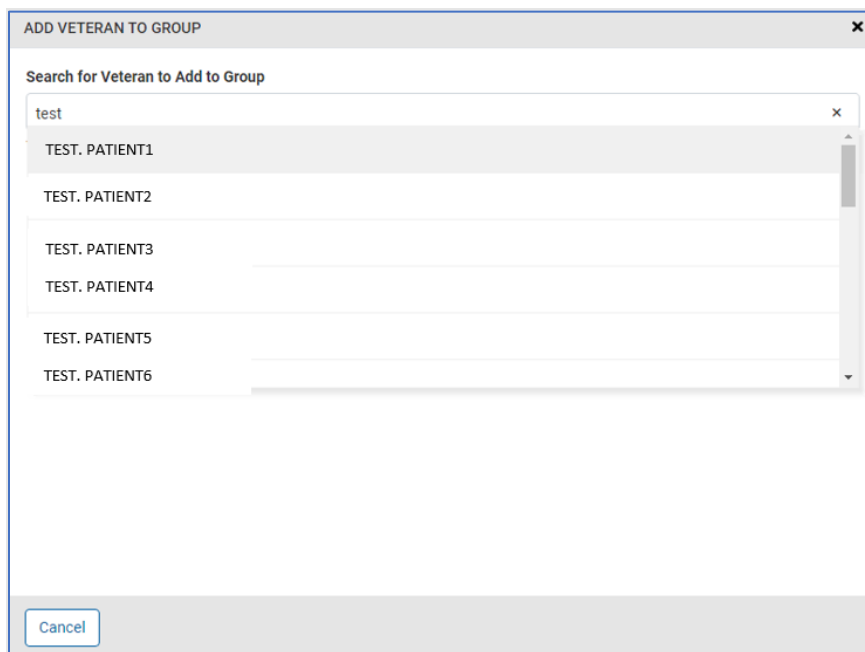
Search for Veteran to Add to Group

Search Patient by Name or SSN...

You may add up to 30 veterans. One veteran is required.

Cancel

3. A drop-down menu will appear, generated by the characters typed in the search field. Enter more characters to narrow the search.



ADD VETERAN TO GROUP

Search for Veteran to Add to Group

test

TEST. PATIENT1

TEST. PATIENT2

TEST. PATIENT3

TEST. PATIENT4

TEST. PATIENT5

TEST. PATIENT6

Cancel

4. Scroll through the results to find the name, select it, and then select the **Update Group** button to view the Add Veteran contact information modal.



The screenshot shows a modal window titled "ADD VETERAN" with a close button (X) in the top right corner. The form contains the following fields and options:

- Last Name:** ONE
- First Name:** VETERAN
- Gender:** M
- Date of Birth:** 01/01/1900
- Location:** Not Currently Admitted
- Age:** 49
- SSN:** 000-00-0000
- ☐ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply. [i](#)
- \* Enter contact information or select from existing.**
- Email:** A dropdown menu with three options: "Veteran@email.com" (selected), "veteran1@email.ooo", and "None".
- Cell # for text:** A dropdown menu with three options: "(999) 999-9999" (selected), "(000) 000-0000", and "None".
- ☐ Patient requests this email/phone be their preferred contact information for all VA Communications.
- Time Zone:** A dropdown menu with "Central Daylight/Standard Time" selected.

At the bottom of the modal, there are three buttons: "Cancel" (left), "Cancel" (middle), and "Add Veteran" (right, highlighted in blue).

5. Add, verify, or adjust contact information as needed, then select the **Add Veteran** button to add the Veteran to the appointment. The name will be added to the list on the appointment details screen.

Video Visit Details

Group Appointment - Test Group

APPOINTMENT DETAILS

Date: Wednesday, April 01, 2020 at 1130 EST  
Facility: CHEYENNE VAMC  
Clinic:  
Provider: VA PROVIDER  
Duration: 20 minutes  
Appt Type: Telehealth Group Video   
Other VA Staff:

VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

Veteran Name	Contact Info	
ONE, VETERAN 01/01/1900 (45 yo)	veteran1@email.ooo	
TWO, VETERAN 01/01/1900 (56 yo)	veteran2@email.ooo	
THREE, VETERAN 01/01/1900 (67 yo)	veteran3@email.ooo (000) 000-0000	

Add Veteran
Resend Invite/Edit Email

### 6.3 Guests

When creating a Video Visit for an email-only Veteran, Guests can be invited to participate. Guests are not supported for Group Video Visits. The Guest email is required. First and Last Name are optional. Invited Guests will receive an email Notification of the Video Visit Notification and will join the Video Visit in a Guest role. Up to 5 Guests can be invited.

Guest(s)

Add Guest

Guest(s)

Guest #1

Email:

Veteran@email.com

First Name:

Last Name:

Add Additional Guest

## 6.4 VA Staff

When creating a Video Visit for an email-only Veteran or a Group, additional VA Staff can be invited to participate. Additional VA Staff will receive an email Notification and will join the Video Visit in a Host role. Up to 5 Additional VA Staff can be invited.

VA Staff

Add Additional VA Staff

VA Staff

VA Staff #1

Email:

Veteran@email.com

✕

Add Additional VA Staff

### 6.4.1 Details View


On the group appointment details view, multiple group visit management choices are available, which allow you to manage appointment attendance, notifications for attendees, future appointments with the same group, and the ability to start the video visit appointment.

Video Visit Details

✕

Group Appointment - Test Group

APPOINTMENT DETAILS

Date: Wednesday, April 01, 2020 at 1130 EST  
Facility: CHEYENNE VAMC  
Clinic:  
Provider: VA PROVIDER  
Duration: 20 minutes  
Appt Type: Telehealth Group Video   
Other VA Staff:

VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

Veteran Name	Contact Info	
ONE, VETERAN 01/01/1900 (45 yo)	veteran1@email.ooo	✕
TWO, VETERAN 01/01/1900 (56 yo)	veteran2@email.ooo	✕
THREE, VETERAN 01/01/1900 (67 yo)	veteran3@email.ooo (000) 000-0000	✕

Add Veteran

Resend Invite/Edit Email

There is a bar below the attendee table “Provider and Patient Conference Info”. When selected, conference information displays. The Meeting Alias and Patient PIN can be shared to a Patient in the group visit so that they can manually enter the visit. To invite another VA Staff/Provider, the Meeting Alias and Provider PIN should be shared. The Provider PIN should not be shared with a Patient.

**Provider and Patient Conference Info**

To join manually or through video conference device:

Audio Dial-In: n/a

Meeting Alias: vac0000000000@care.ooo

Patient PIN: 0000000#

**Provider's alias and PIN cannot be shared to patient.**

Provider PIN: 9999999#

PATIENT CONTACT INFORMATION

#### 6.4.2 Copy Appointment (Create Additional Appointment)

To create a new appointment based on an existing group:

Add Veteran

Resend Invite/Edit Email

COMMENT

Create Additional Appointment for this Group?

Create Additional Appointment

Cancel Appointment

Start Video Visit

1. While on an appointment details screen for the group, select the **Create Additional Appointment** button toward the bottom of the screen, to copy the attendance of the meeting into a new appointment.
2. Follow the steps in Section 6.1.4 *Create New Group Video Visit*.

#### 6.4.3 Cancel Appointment

To cancel a group appointment:

1. While on the details screen for the appointment, select the **Cancel** button at the bottom of the screen.
2. A confirmation modal will appear, giving you the opportunity to stop the cancelation before proceeding. Select the **Yes, Continue** button to proceed.

CANCEL APPOINTMENT

Confirm Cancel will cancel this appointment and a notification will be sent to all participants.

Do you want to cancel this appointment?

No, Return

Yes, Cancel

#### 6.4.4 Resend Video Appointment Information

To resend an invitation for a group appointment, or to adjust the attendee contact information:

1. Access the Appointment Details view for a group appointment. (see Section 6.4.1 *Details View* for more information)

Video Visit Details

Group Appointment - Test Group

APPOINTMENT DETAILS

Date: Wednesday, April 01, 2020 at 1130 EST

Facility: CHEYENNE VAMC

Clinic:

Provider: VA PROVIDER

Duration: 20 minutes

Appt Type: Telehealth Group Video

Other VA Staff:

VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

Veteran Name	Contact Info	
ONE, VETERAN 01/01/1900 (45 yo)	veteran1@email.ooo	
TWO, VETERAN 01/01/1900 (56 yo)	veteran2@email.ooo	
THREE, VETERAN 01/01/1900 (67 yo)	veteran3@email.ooo (000) 000-0000	

Add Veteran

Resend Invite/Edit Email

2. Select the **Resend Invite/Update Email** button below the participant list, for the Resend Video Appointment Information modal to appear.

**RESEND VIDEO APPOINTMENT INFORMATION** [X]

**SELECT PARTICIPANT(S) TO RESEND NOTIFICATION** ☒ Select All

<input checked="" type="checkbox"/>	<b>ONE, VETERAN</b> veteran1@email.ooo (000) 000-0000	Edit Email
<input checked="" type="checkbox"/>	<b>TWO, VETERAN</b> veteran2@email.ooo	Edit Email
<input checked="" type="checkbox"/>	<b>THREE, VETERAN</b> veteran3@email.ooo (000) 000-0000	Edit Email

Cancel Send

3. Verify the names and emails displayed. Revise the contact information as needed by selecting the **Edit Email** button for the participant that needs to be modified. An editable field will appear below their contact information, for you to modify the email address after the checkbox to verify that the patient agrees to receive messages has been checked.

**Note:** Any saved modifications to the email will automatically result in the generation of a new video visit access link going out to all attendees, regardless of whether their name has been checked. The new link ensures only the intended recipients have access to the appointment.

**RESEND VIDEO APPOINTMENT INFORMATION** [X]

**SELECTED PARTICIPANT TO RESEND NOTIFICATION**

**VETERAN ONE**  
veteran1@email.ooo  
(000) 000-0000  
Eastern Daylight/Standard Time

☐ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply. ⓘ

\* Enter contact information or select from existing.

Email: ☐ Cell # for text: ☐

☒ veteran1@email.ooo ☒ (000) 000-0000

☐ veteran2@email.ooo ☐ (000) 000-0000

☐ None

☐ Patient requests this email/phone be their preferred contact information for all VA Communications.

Time Zone:  
Eastern Daylight/Standard Time [v]

Cancel Send

4. Below the email editing field, use the **Update email of record for future Video Visits** checkbox to verify whether the updated email should now become the default record for all future Video Visits for the participant.

**RESEND VIDEO APPOINTMENT INFORMATION**

**SELECTED PARTICIPANT TO RESEND NOTIFICATION**

**VETERAN ONE**  
veteran1@email.ooo  
(000) 000-0000  
Eastern Daylight/Standard Time

☒ \* I verify the patient agrees to receive messages about the appointment and understands that if receiving messages via text that standard text message rates apply. ⓘ

\* Enter contact information or select from existing.

Email: ☒ veteran1@email.ooo ☐ veteran2@email.ooo ☐ None  
Cell # for text: ☒ (000) 000-0000 ☐ (000) 000-0000

☐ Patient requests this email/phone be their preferred contact information for all VA Communications.

Time Zone:  
Eastern Daylight/Standard Time

5. Verify and adjust emails of other participants, if needed.

Schedule Manage Video Visit. The user can select the check box to resend to all veterans in the group.

**RESEND VIDEO APPOINTMENT INFORMATION**

**SELECT PARTICIPANT(S) TO RESEND NOTIFICATION** ☒ Select All

<input checked="" type="checkbox"/>	<b>ONE, VETERAN</b> veteran1@email.ooo (000) 000-0000	<input type="button" value="Edit Email"/>
<input checked="" type="checkbox"/>	<b>TWO, VETERAN</b> veteran2@email.ooo	<input type="button" value="Edit Email"/>
<input checked="" type="checkbox"/>	<b>THREE, VETERAN</b> veteran3@email.ooo (000) 000-0000	<input type="button" value="Edit Email"/>

6. Select the **Send** button once changes are complete, and all participants will receive a new, unique link to the group video visit appointment.

**Note:** If no changes were made to the contact information, only those participants with a selected checkbox will receive a resent notification, and it will include the same URL that originally went to the group.

#### 6.4.5 Remove Group Video Visit Attendees

1. Revise the attendee list for a group video visit, by selecting the “X” on the right side of the name to remove it.

Video Visit Details

Group Appointment - Test Group

APPOINTMENT DETAILS

Date:

Wednesday, April 01, 2020 at 1130 EST

Facility:

CHEYENNE VAMC

Clinic:

Provider:

PROVIDER ONE

Duration:

20 minutes

Appt Type:

Telehealth Group Video

Other VA Staff:

VETERAN CONTACT INFORMATION

3 Veterans are invited in this appointment.

Veteran Name	Contact Info	
ONE, VETERAN 01/01/1900 (45 yo)	veteran1@email.ooo	
TWO, VETERAN 01/01/1900 (56 yo)	veteran2@email.ooo	
THREE, VETERAN 01/01/1900 (67 yo)	veteran3@email.ooo (000) 000-0000	

Add Veteran

Resend Invite/Edit Email

- A confirmation modal will appear. Select the **Yes, Continue** button to complete removal of the participant. The participant will receive a cancellation email and/or text message.

REMOVE VETERAN FROM GROUP

Do you want to remove ONE, VETERAN from this group?

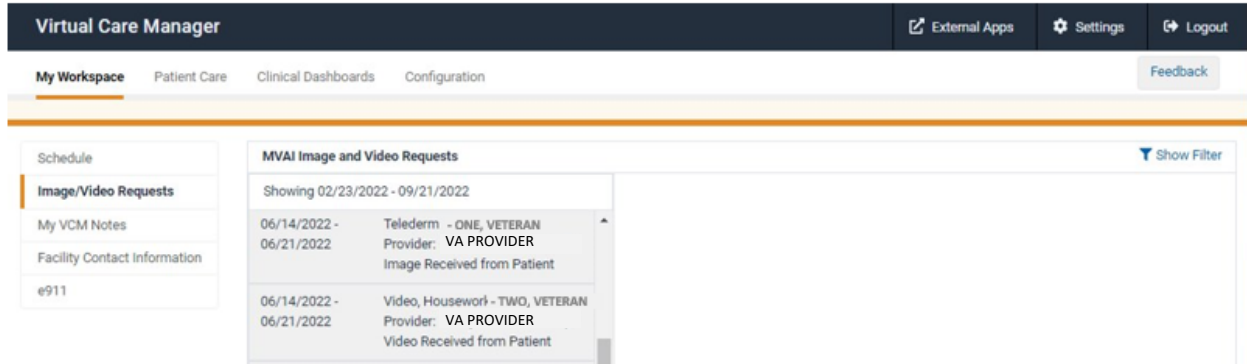
No, Cancel

Yes, Continue

## 6.5 Requests

Requests allows the VCM user to search for Photo, Video or Telederm Requests that have already been created and submitted to Veterans.





Selecting “Show/Hide Filter” allows the user to display filters to support the search for a previously submitted Request. Filters include date range of the Request, as well as Status, Type (Photo, Video or Telederm), the option to display “Requests I Created”, Service/Specialty, as well as the option to filter by keyword to further narrow the search. All filters are optional, but selecting a number of filters may help narrow the search.

Once the filters have been selected, the user is presented with options that meet the specific search criteria. The results display in List View, where the user may select one of the submitted Requests for review.

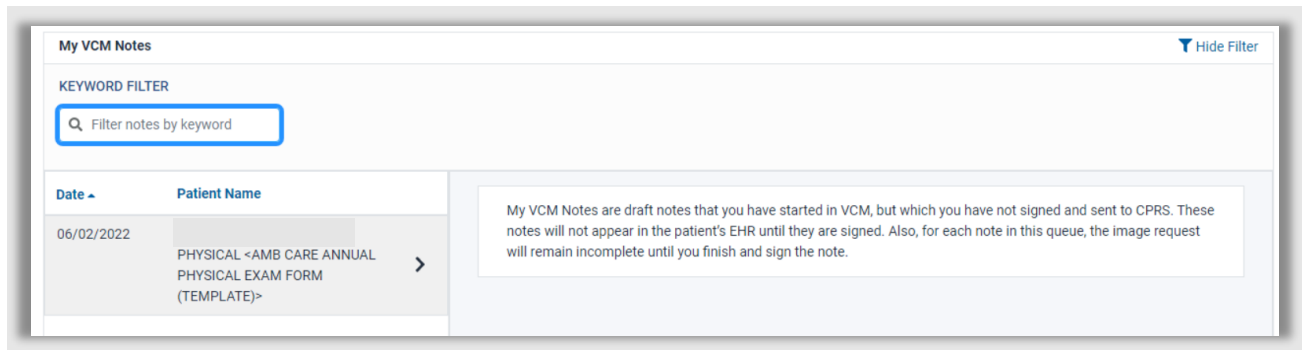
To customize a filter set to see preferred requests by default, select the Status, Type(s), Display and Service/Specialty, then select “Save As My Default”. These filters will be saved as default for the user and when they return to Image and Video Requests in My Workspace, the image requests in the list view will be based on these saved filter selections.

Once the desired Request has been found, the user may opt to “Open Patient Record” and “Select Patient” to navigate to the Patient’s record in Patient Care, where other patient-specific options are available, such as “Appointments”, “Patient Data” and “Conditions Graphs”.

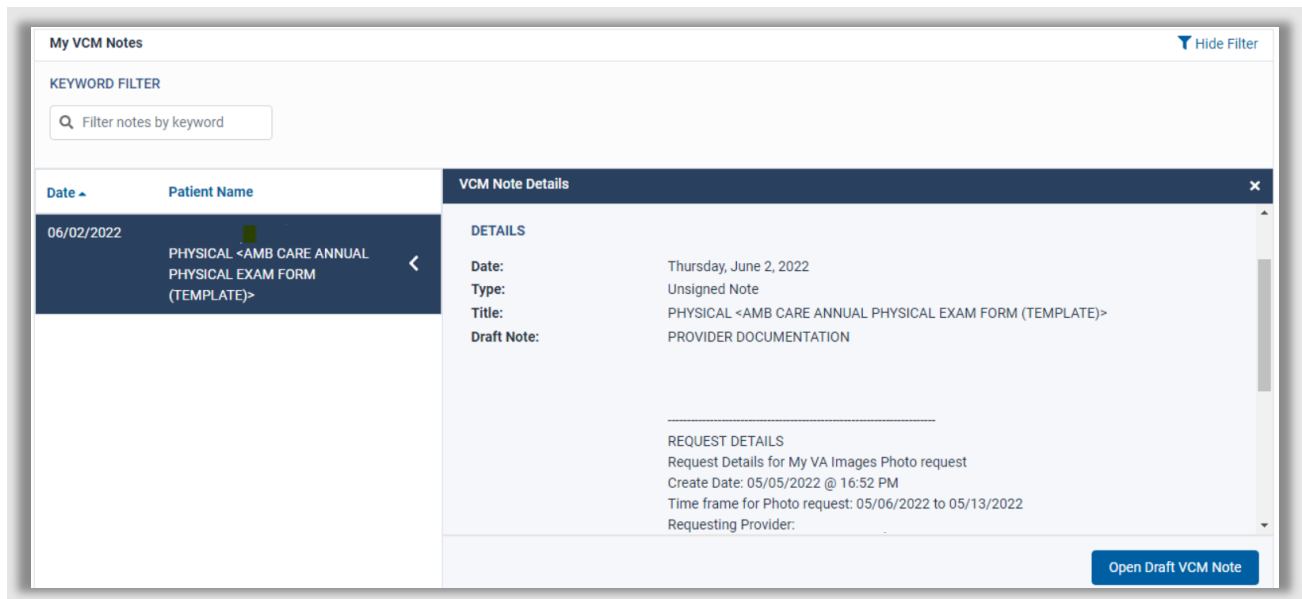
## 6.6 MY VCM Notes

My VCM Notes are draft notes that have been started in VCM but have not been signed and sent to CPRS. These notes will not appear in the patient’s EHR until they are signed. For each note in queue, the image request will remain incomplete until the note is finished and signed. A notification will populate in the left navigation bar next to “My VCM Notes”, indicating the number of draft notes that are available for review.

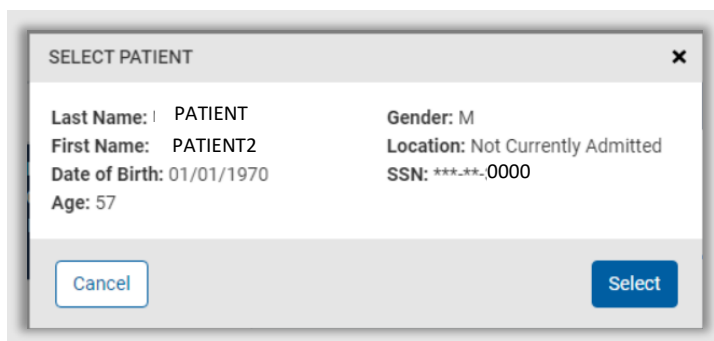
Show/Hide Filter allows the user to access the Keyword Filter which can be used to search for the desired patient's draft note by name or other key word.



Once the patient's draft note has been found, the name patient can be selected in List View and the VCM Note Details will be displayed, so that the draft note can be easily reviewed. Select "Open Draft VCM Note" to make edits to the draft or take additional actions on the note, such as completing and signing the note.



Click "Select" in the Select Patient modal to make edits or take additional actions within the draft note or click "Cancel" to return to the List View for My VCM Notes.



Clicking “Select” opens the draft note in Patient Care for the Patient in Context. Here, edits may be made as needed to each section of the note.

The note may be saved by clicking “Save as Draft in VCM”. A modal will appear to confirm that the draft note has been saved.

Click “Next” or “Back” to navigate to all sections of the draft note.

REVIEW IMAGES AND SEND NOTE TO CPRS

✓ Select Images and Write Note   2. Complete Encounter Form   3. Review Before Signing

**VISIT TYPE**

Type of Visit:

Clinic has not provided Visit Types

**PROVIDERS**

\* Providers:

Available   Primary

Provider1	<input checked="" type="radio"/>	Remove
Provider2	<input type="radio"/>	Remove

Back   Save Draft in VCM   Next

An error alert will occur if required fields are not populated. Required fields are indicated by a red asterisk.

REVIEW IMAGES AND SEND NOTE TO CPRS

✓ Select Images and Write Note   2. Complete Encounter Form   3. Review Before Signing

**Error**

Diagnoses are required.

**VISIT TYPE**

Type of Visit:

Clinic has not provided Visit Types

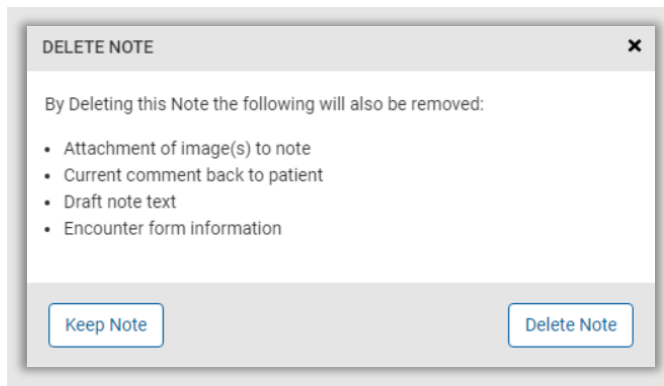
**PROVIDERS**

\* Providers:

Available   Primary

Back   Save Draft in VCM   Next

Within any section of the draft note, the trash-can icon may be selected to delete the draft note. A Delete Note modal will appear with the following considerations listed before deleting the draft note. The user may opt to “Keep Note” or “Delete Note”.



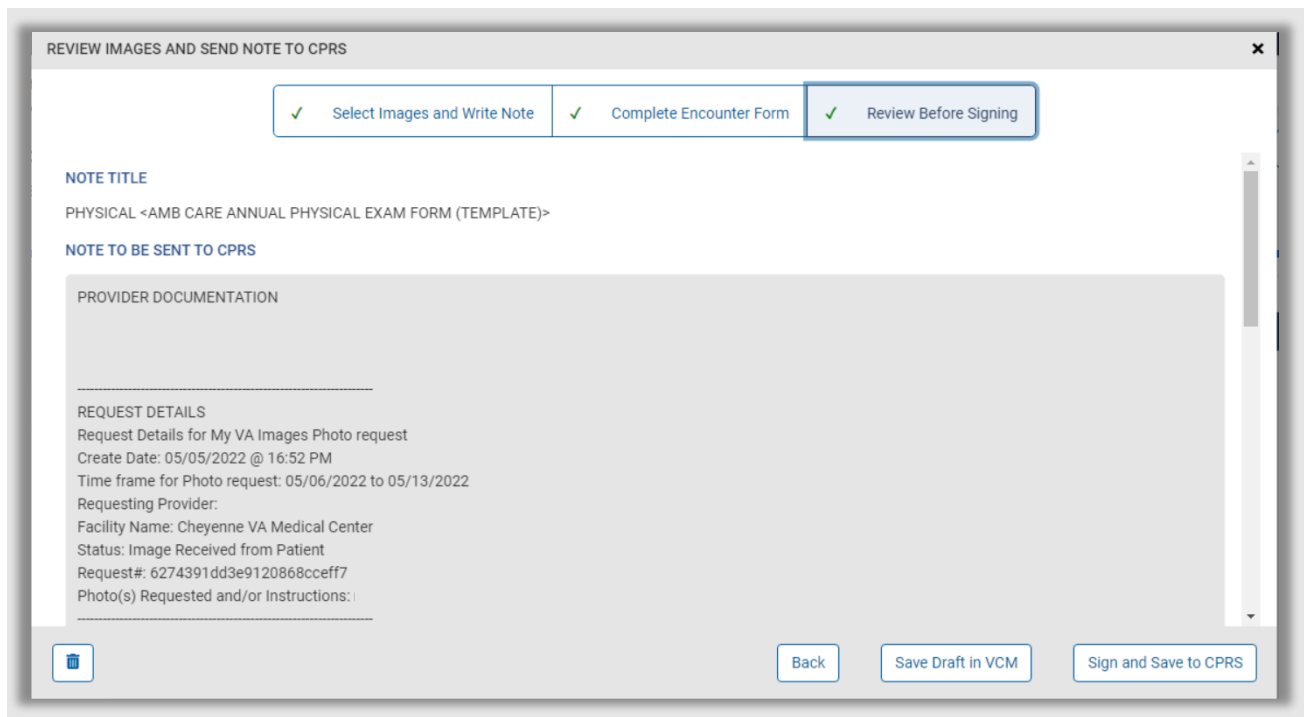
**DELETE NOTE** [X]

By Deleting this Note the following will also be removed:

- Attachment of image(s) to note
- Current comment back to patient
- Draft note text
- Encounter form information

Keep Note Delete Note

In the third tab of the draft note, “Review Before Signing”, the option to “Sign and Save to CPRS” is available. Selecting this option displays the “Save Note to CPRS” modal. Here, the note can be electronically signed and submitted. The note has been successful submitted and will no longer appear as a draft note in “My VCM Notes” in My Workspace.



**REVIEW IMAGES AND SEND NOTE TO CPRS** [X]

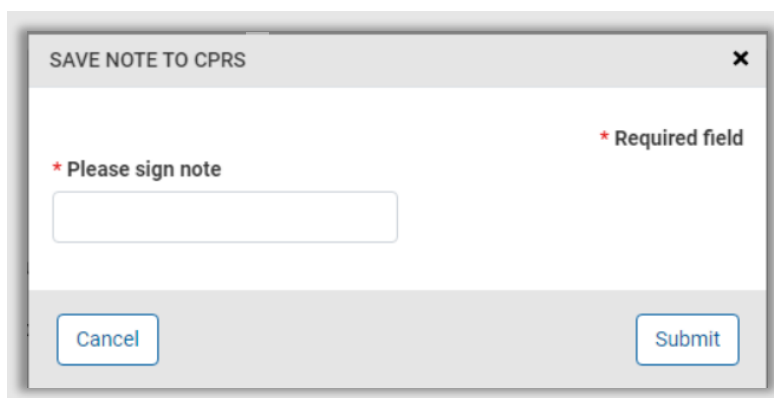
☒ Select Images and Write Note
 ☒ Complete Encounter Form
 ☒ Review Before Signing

**NOTE TITLE**  
PHYSICAL <AMB CARE ANNUAL PHYSICAL EXAM FORM (TEMPLATE)>

**NOTE TO BE SENT TO CPRS**

PROVIDER DOCUMENTATION

REQUEST DETAILS  
 Request Details for My VA Images Photo request  
 Create Date: 05/05/2022 @ 16:52 PM  
 Time frame for Photo request: 05/06/2022 to 05/13/2022  
 Requesting Provider:  
 Facility Name: Cheyenne VA Medical Center  
 Status: Image Received from Patient  
 Request#: 6274391dd3e9120868cceff7  
 Photo(s) Requested and/or Instructions:



**SAVE NOTE TO CPRS** [X]

\* Required field

\* Please sign note

Cancel Submit

## 6.7 e911

The e911 feature in VCM provides a 24/7 service for:

- Pre-validating whether 911 service is available at a patient's location during the time of the video visit
- Obtaining a temporary phone number to dial, valid for 10 minutes for 911 at the pre-validated location
- In the continental United States, Hawaii, Alaska, Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, Saipan, and the Northern Mariana Islands.

**NOTE:** Do not make test calls!

The screenshot displays the Virtual Care Manager (VCM) interface. The top navigation bar includes 'Virtual Care Manager', 'External Apps', 'Settings', and 'Logout'. Below this, a secondary navigation bar shows 'My Workspace', 'Patient Care', 'Clinical Dashboards', and 'Configuration'. The 'My Workspace' section is active, and a sidebar on the left lists 'Schedule', 'Image/Video Requests', 'My VCM Notes', 'Facility Contact Information', and 'e911'. The 'e911' section is selected, showing a form titled 'Pre-Validate e911 Service'. The form includes fields for Name, Location (USA), Street Number, Street Name, Additional Detail, City, State (dropdown), and Zip Code. A 'Pre-Validate Address' button is at the bottom. A note at the bottom of the form states: 'If unable to obtain an Emergency Contact Number call the Emergency Call Relay Center at 267-XXXX-XXXX to speak with an operator for manual relay to 911. Do not make test calls.'

### 6.7.1 Set Patient Location and Address Information

1. Enter the patient's name.
2. The default location is USA and other locations can be selected from the dropdown list, including American Samoa, Guam, Northern Mariana Islands, Saipan, and US Virgin Islands.
3. Enter Street Number, Street Name, Additional Detail, City, State, and Zip Code.
4. **Select Pre-validate Address** to validate if e911 is available.

e911

\* Required field

### Pre-Validate e911 Service

Enter address where veteran will be during the time of this video visit to pre-validate the Emergency Service is available for the address.

Name:

Location:

\* Street Number:

\* Street Name:

Additional Detail:

\* City:

\* State:

\* Zip Code:

If unable to obtain an Emergency Contact Number call the Emergency Call Relay Center at 267-XXX-XXXX to speak with an operator for manual relay to 911. Do not make test calls.

5. Verify the Address is Validated for e911. If the address entered has 911 service, then a green checkmark will appear at the bottom, stating:

**“The address you entered has been validated for e911.”**

To enter a different address after validation, select Enter Different Address.

If any changes are made to the validated address, the “address validated” text clears and the Pre-Validate Address button is available. To enter a different address, select Enter Different Address.



**e911**

Enter address where veteran will be during the time of this video visit to pre-validate the Emergency Service is available for the address.

Name:

Location:

\* Street Number:

\* Street Name:

Additional Detail:

\* City:

\* State:

\* Zip Code:

[Enter Different Address](#)

✓ The address you entered has been validated for e911.

If unable to obtain an Emergency Contact Number call the Emergency Call Relay Center at 267-XXX-XXXX to speak with an operator for manual relay to 911. Do not make test calls.

### 6.7.2 Emergency Use of e911

1. In **\* Callback Phone Number:** Type your own or a clinic emergency must-answer 10-digit callback phone number (no extension). The callback number should be a phone number that a 911 operator can use to reach you, the VCM user.

**e911**

Enter address where veteran will be during the time of this video visit to pre-validate the Emergency Service is available for the address.

Name:

Location:

\* Street Number:

\* Street Name:

Additional Detail:

\* City:

\* State:

\* Zip Code:

[Enter Different Address](#)

✓ The address you entered has been validated for e911.

If unable to obtain an Emergency Contact Number call the Emergency Call Relay Center at 267-XXX-XXXX to speak with an operator for manual relay to 911. Do not make test calls.

**Emergency Use Only**

Do not use Request Emergency Contact Number unless there is an Emergency.

You must enter your callback number before requesting Emergency Contact Numbers!

\* Callback Phone Number:

[Request Emergency Contact Number](#)

- 2.

3. Select **"Request Emergency Contact Number"** to receive a temporary phone number that is valid for 10 minutes to call 911 at the participant's location.

4. Using a landline telephone or mobile phone, call the phone number displayed to connect directly to 911 at the patient's location.
5. If address pre-validation is not available, when pre-validate is selected, a general emergency number displays. Call this number to reach 911 services that will contact 911 at the patient's location.

### 6.7.3 After Calling e911

After calling e911, submit the following information:

- Report use of the VCM e911 service by the Telehealth Emergency Handoff Procedures. Also, report use to your Facility Telehealth Coordinator.

- Provide feedback about the VCM e911 feature, or for administrative questions, contact the Office of Connected Care Technology Help Desk.

#### 6.7.4 Technical Support

Call the Office of Connected Care Help Desk at 866-651-3180 or 703-234-4483, 24 hours a day, seven days a week, or email them at: [VHA\\_OCCHD@va.gov](mailto:VHA_OCCHD@va.gov)

#### 6.7.5 Additional Resources

Further information and guidance are available in the following documents:

- [Virtual Care Manager App Store](#)
- [VA Telehealth Services Intranet Site for Virtual Care Manager](#)

### 6.8 Facility Contact Information

This menu option allows the ability to view Facility Contact Information for a patient location (Veterans Health Administration (VHA) Facility) at the time of their video visit. The user can search for a location, view the location contact information

#### 6.8.1 Search by Facility Name and Search by City, State, and VISN

The user opens Facility Contact Information from the menu on the left and is prompted enter search criteria for initial selection. The user can search by Facility Name OR search/filter by any combination of City, State and VISN. The user must choose one or the other to identify the desired Veterans Health Administration (VHA) Facility: “Search by Facility Name” and “Search by City, State or U.S. Territory or Philippines, and VISN”. Both searches may not be employed at the same time.

The following example demonstrates “Search by Facility Name”. For “Search by Facility Name” to produce the desired result, the text typed in the search field must match at least three letters of the Facility Name. For example, typing in “P-I-Q” and selecting “Search” will produce the “Piquette Street VA Clinic” shown below.

In the example below, the user identified the same VHA Facility as before, but used the “Search by City, State or U.S. Territory or Philippines, and VISN” option. This option can be helpful if the user isn’t sure of the exact name of the VHA facility, but knows the City, State and/or VISN in which it is located. Here, the user searched by City (Detroit) and filtered by State (Michigan) to produce the same facility that resulted above, “Piquette Street VA Clinic”, in the list of results.

**Facility Contact Information** ▼ Hide Search

SEARCH BY FACILITY NAME SEARCH BY CITY, STATE, AND VISN (Enter one or more) Reset

Facility Name  Search - or - City  State or U.S. Territory or Philippines  VISN  Search

Showing 1 - 4 of 4 results List limited to VHA healthcare facilities only

Location Name	Address	Description	Favorites
Bingham VA Mobile Clinic		Other Outpatient Services (OOS)	☆ +
John D. Dingell Department of Veterans Affairs Medical Center	4646 John R Street Detroit, MI	VA Medical Center (VAMC)	☆ +
Detroit VA Domiciliary	4777 East Outer Drive Connor Creek Detroit, MI	Residential Care Site (MH RRTP/DRRTP) (Stand-Alone)	☆ +
Piquette Street VA Clinic	301 Piquette Street Community Resource & Referral Center (CRRC) Detroit, MI	Other Outpatient Services (OOS)	☆ +

As mentioned, the user who selects “Search by City, State or U.S. Territory or Philippines, and VISN” may use one or more of these fields to conduct their facility search. Using more fields narrows the results, as shown above with the combination of City and State. Using one field, such as VISN, produces more results. This might result in scrolling through facilities until the desired facility is identified, but broader results may also be helpful to the user who needs to see many options to narrow down and identify the desired facility. Below, see that the user filtered by VISN 10 alone. After scrolling through multiple results in VISN 10, they found the “Piquette Street VA Clinic”.

**Facility Contact Information** ▼ Hide Search

SEARCH BY FACILITY NAME SEARCH BY CITY, STATE, AND VISN (Enter one or more) Reset

Facility Name  Search - or - City  State or U.S. Territory or Philippines  VISN  Search

John D. Dingell Department of Veterans Affairs Medical Center 4646 John R Street  
Detroit, MI VA Medical Center (VAMC) ☆ +

Detroit VA Domiciliary 4777 East Outer Drive Connor Creek  
Detroit, MI Residential Care Site (MH RRTP/DRRTP)  
(Stand-Alone) ☆ +

Piquette Street VA Clinic 301 Piquette Street Community Resource & Referral Center  
Detroit, MI Other Outpatient Services (OOS) ☆ +

Pontiac VA Clinic 44200 Woodward Avenue Suite 208  
Pontiac, MI Primary Care CBOC ☆ +

Yale VA Clinic 7470 Brockway Road  
Yale, MI Primary Care CBOC ☆ +

To execute ANY search, the user must select the “Search” button to produce results.

Some features of note for search functions in Facility Contact Information in My Workspace include the “Reset” button which allows the user to clear all search and filter fields at once. Additionally, within the “State or U.S. Territory or Philippines” filter field, the user may type the first letter of the desired state to jump to any or all states beginning with that letter. This facilitates an easy way to filter by state.

Facility Contact Information ▼ Hide Search

SEARCH BY FACILITY NAME      SEARCH BY CITY, STATE, AND VISN (Enter one or more)

Facility Name   - or - City  State or U.S. Territory or Philippines   VISN

Delaware  
District Of Columbia

No facilities have been marked as a favorite. List limited to VHA healthcare facilities only ⓘ

Once the user has identified the desired facility, they may click on the “+” next to the name of the desired facility (see examples from search results above) to expand the facility information and take necessary action. See following steps for more information.

Schedule  
Notifications  
Image/Video Requests  
My VCM Notes ⓘ  
Facility Contact Information  
e911

Facility Contact Information

SEARCH BY FACILITY NAME      SEARCH BY CITY, STATE, AND VISN (Enter one or more) Reset

Facility Name   - or - City  State or U.S. Territory or Philippines   VISN

Showing 1 - 1 of 1 results List limited to VHA healthcare facilities only ⓘ

Location Name	Address	Description	Favorites
Piquette Street VA Clinic	301 Piquette Street Community Resource & Referral Center (CRRRC) Detroit, MI	Other Outpatient Services (OOS)	+

Location Name: Piquette Street VA Clinic  
Station Code: 553QA  
Address: 301 Piquette Street  
Community Resource & Referral Center (CRRRC),  
Detroit, MI  
Phone: (313) 576-1580  
Description: Other Outpatient Services (OOS)

**CLINIC-BASED TELEHEALTH EMERGENCY HANDOFF PROCEDURE**  
\* Required to send emergency notification

AT START OF VIDEO APPOINTMENT

Step 1: Obtain or Verify Veteran Room/Location for the current Video Appointment.  
\* Room/Location (Needed in case of Emergency)

Step 2: Obtain and/or Verify patient site Point of Contact (POC) and Contact number for this Appointment.  
Patient Site POC:  POC Phone Number:

Step 3: For Providers, document in your progress note that the above information was obtained.  
IN CASE OF EMERGENCY

## 6.8.2 Favorites

Users can identify one or multiple favorites or most often viewed locations by clicking on the star in the Favorites column for a location. The solid gold star indicates a Favorite. Locations selected as Favorites will display by default when a user selects Facility Contact Information from My Workspace.

To de-select a Favorite location, again clicking on a solid star. The outline star indicates that the location is not a Favorite.

**Facility Contact Information**

SEARCH BY CITY, STATE, AND VSN (Enter one or more) Reset

Facility Name  Search - or - City  State or U.S. Territory or Philippines  VSN  Search

List limited to VHA healthcare facilities only

Showing 1 - 4 of 4 results

Location Name	Address	Description	Favorites
Abie Abraham VA Clinic	353 North Duffy Road Butler, PA	Multi-Specialty CBOC	★ +
Atlanta VA Medical Center	1670 Clairmont Road Decatur, GA	VA Medical Center (VAMC)	★ +
Fort Belvoir VA Clinic	9300 Devitt Loop Fort Belvoir, VA	Multi-Specialty CBOC	★ +
Fresno VA Medical Center	2615 East Clinton Avenue Fresno, CA	VA Medical Center (VAMC)	★ +

### 6.8.3 Facility Not Set Up

If the location that is the subject of the search is not set up Facility Contact Information, basic address information will display at left (as below) with a note included in the detail to indicate “Facility Not Set-up”. Note that fields still display where the user can enter the room/location information, patient site POC name, and phone number.

**Berks County VA Clinic**      2762 Century Boulevard Ridgeview  
Professional Center Suite 120  
Wyomissing, PA      (484) 220-2572      Primary Care CBOC

Location Name: Berks County VA Clinic  
Station Code: 595GD  
Address: 2762 Century Boulevard  
Ridgeview Professional  
Center Suite 120,  
Wyomissing, PA  
Phone: (484) 220-2572  
Description: Primary Care CBOC

**CLINIC-BASED TELEHEALTH EMERGENCY HANDOFF PROCEDURE**

\* Required to send emergency notification

AT START OF VIDEO APPOINTMENT

Step 1: Obtain or Verify Veteran Room/Location for the current Video Appointment.

\* Room/Location (Needed in case of Emergency)

Step 2: Obtain and/or Verify patient site Point of Contact(POC) and Contact number for this Appointment.

Patient Site POC:       POC Phone Number:

Step 3: For Providers, document in your progress note that the above information was obtained.

IN CASE OF EMERGENCY

Step 1: Try to contact POC by phone number above.

Step 2: If Step 1 unsuccessful, use numbers below in the order listed to contact an alternative person on site.

\*Facility Not Set-up\*

### 6.8.4 Facility Is Set Up

When a facility is set up with Facility Contact Information, such as the example below, the user first sees fields at the top to collect Veteran room/location information, patient site POC name, and phone number. Below that, emergency contact information displays, followed by other contact information.

### Facility Contact Information

SEARCH BY LOCATION

Showing 1 results

Location Name	Address	Phone	Description
Aberdeen VA Clinic	3307 10th Avenue Southeast Aberdeen, SD	(605) 229-3500	Multi-Specialty CBOC

Location Name: Aberdeen VA Clinic

Station Code: 438GD

Address: 3307 10th Avenue  
Southeast, Aberdeen, SD

Phone: (605) 229-3500

Description: Multi-Specialty CBOC

#### CLINIC-BASED TELEHEALTH EMERGENCY HANDOFF PROCEDURE

**\* Required to send emergency notification**

AT START OF VIDEO APPOINTMENT

**Step 1:** Obtain or Verify Veteran Room/Location for the current Video Appointment.

**\* Room/Location (Needed in case of Emergency)**

**Step 2:** Obtain and/or Verify patient site Point of Contact(POC) and Contact number for this Appointment.

**Patient Site POC:**  **POC Phone Number:**

**Step 3:** For Providers, document in your progress note that the above information was obtained.

IN CASE OF EMERGENCY

**Step 1:** Try to contact POC by phone number above.

**Step 2:** If Step 1 unsuccessful, use numbers below in the order listed to contact an alternative person on site.

Local number to call to initiate a code	(999) 999-9999	ext: 1000
VA Police Emergency	(999) 999-9999	ext: 2000

The "Other" contact numbers display below the emergency contact numbers.

#### Other Contact Numbers

Laboratory	(999) 999-9999	ext: 127727
Safety Officer	(999) 999-9999	ext: 444
Radiology	(999) 999-9999	ext: 664
Outpatient Pharmacy	(999) 999-9999	ext: 4664
Chief of Staff	(999) 999-9999	ext: 1233

## 7. Configuration Tab

The Configuration area of the system will only be visible to VCM users who have access to an activity under Configuration (e.g.: ATLAS Support).

VCM
My Workspace
Patient Care
Clinical Dashboards
Configuration

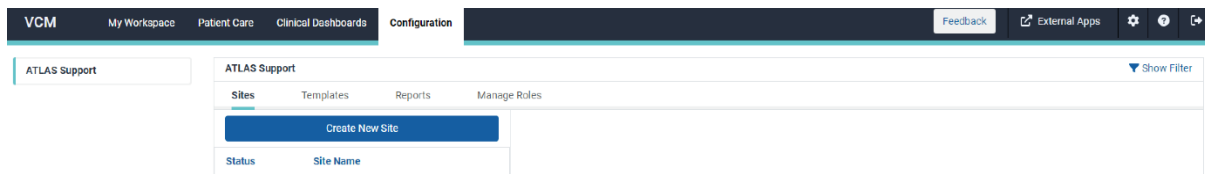
ATLAS Support

ATLAS Support

### 7.1 ATLAS Support

This menu option allows the ability to view a complete list of ATLAS sites as well as the creation and maintenance of sites. The user (ATLAS Support Admin) will see the option for Sites (selected by default),

Templates, Reports, and Manage Roles. If the user is only a second level user, then they will only be able to view Sites and Templates under ATLAS Support (more info below).



### 7.1.1 Sites

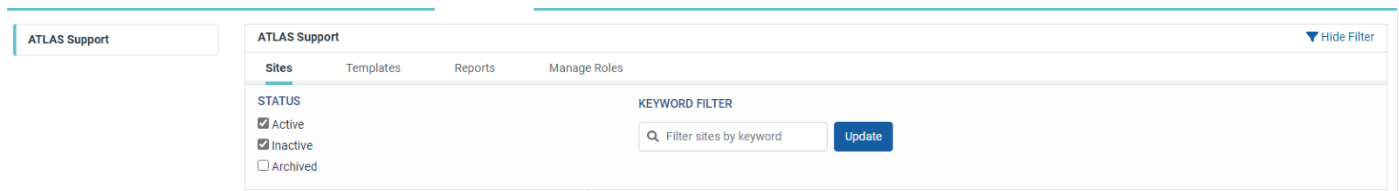
All ATLAS Sites will display within the Sites tab. The user can create and maintain meta-data for all ATLAS Sites. Slot availability can be determined and applied to each site as the user is creating or modifying site details.

#### 7.1.1.1 ATLAS Site Filters

The filter will default to display all ATLAS Sites that include a status of 'Active', 'Inactive', and/or 'Archived'

1. Narrow the results down further by unchecking or checking the checkboxes for a given status or entering text within the Keyword Filter field and selecting the **Update** button.
2. Select a site from the results listed below the search filters, to view that specific site's details view.

ATLAS Sites Filter:



#### 7.1.1.2 Create New ATLAS Site

1. Select the **Create New Site** button in order to create a new site and enter meta-data for that site.
2. All required fields must be satisfied in order to create the site.

**Note:** Required fields - Site ID, Site Name, Time Zone, Map Coordinates (longitude/latitude), Physical Street Address (including State or U.S. Territory or Philippines), Site Contact Information, Site Status, Dates the Site will be Closed, Number of ATLAS Rooms at Site



## Create New TAS Site

## TAS SITE DETAILS

\* Site ID: ⓘ

VFW-NY-14201-##

(<Three Letter Prefix-State Abbreviation-Zip Code 5 digit- Sequence Number 2 digit>)

\* Site Name:

Bobby Jones Walmart

(Common name to be shown to Veteran)

\* Time Zone:

-- Select --

Map Coordinates:

\* Longitude:

\* Latitude:

Physical Site Address

\* Street Address:

123 Main St.

\* City:

Anytown

\* State or U.S. Territory or Philippines:

-- Select --

\* Zip Code:

99999

\* Country:

-- Select --

## Site Contact Information

\* ATLAS Site Main Telephone Number (this is the ATLAS site):

(999) 999-9999

Telephone Extension:

VA Primary POC (this should be a VA POC)

\* Full Name:

John Doe

\* Work Email:

smith@example.gov

\* Work Phone Number:

(999) 999-9999

VA Secondary POC (this should be a VA POC)

**Full Name:**

**Work Email:**

**Work Phone Number:**

**Additional Information About This Site**

**Instructions for Patients:**

Enter instructions here

250 characters remaining

- a. For the section labeled: **AVAILABILITY – Days Open and Availability - The following dates that the site will be closed** by default it will display only the list of federal holidays with a checkbox next to each with the checkbox checked by default so user can uncheck/remove if necessary.
  - i. Upon unchecking the checkbox next to the holiday listed, then that will indicate that the site will be open for that date removed.
- b. There will be another section to add a custom date that the site will be closed and that is labeled: **Additional Date(s) the Site is Closed**.
  - i. Upon selecting the '+' icon next to the 'Select Date' label a calendar picker and date field display for the user to be able to enter a custom date that the site will be closed for that year (e.g.: the first Tuesday of a particular month).
  - ii. There will be a checkmark and trashcan icon to the right of the date field.
  - iii. If a date is entered and the checkmark is selected, then the date is added with the following format MM/DD/YYYY; user can select the 'x' icon to remove the date added if desired.
  - iv. If user selects the 'Select Date' and decides they didn't want to add a date, they can select the trashcan icon to remove the date entirely.
  - v. Note: On Edit View – this section will display as **Exclusion Dates (Federal Holidays Included)** and will include a list of dates that the site will be closed.

## AVAILABILITY

## Days Open and Availability

## Site Status:

- ☐ Active
- ☒ Inactive

The following are dates the site is closed. This list includes all federal holidays. You can remove a specific date by unselecting the checkbox or add an additional date.

<input checked="" type="checkbox"/> Observed Independence Day	07/05/2021
<input checked="" type="checkbox"/> Observed New Year's Day	12/31/2021
<input checked="" type="checkbox"/> New Year's Day	01/01/2022
<input checked="" type="checkbox"/> Birthday of Martin Luther King, Jr.	01/17/2022
<input checked="" type="checkbox"/> Washington's Birthday	02/21/2022
<input checked="" type="checkbox"/> Memorial Day	05/30/2022

## Additional Date(s) the Site is Closed

[+ Select Date](#)

## Additional Date(s) the Site is Closed

MM/DD/YYYY



## Additional Date(s) the Site is Closed

✖ 08/18/2023

[+ Select Date](#)**Edit View – Exclusion Dates**

## AVAILABILITY

<b>Exclusion Dates (Federal Holidays Included):</b>	07/05/2021 Monday (Observed Independence Day)
	12/31/2021 Friday (Observed New Year's Day)
	01/01/2022 Saturday (New Year's Day)
	01/17/2022 Monday (Birthday of Martin Luther King, Jr.)
	02/21/2022 Monday (Washington's Birthday)
	05/30/2022 Monday (Memorial Day)
	07/04/2022 Monday (Independence Day)
	10/10/2022 Monday (Columbus Day)
	11/24/2022 Thursday (Thanksgiving Day)
	12/25/2022 Sunday (Christmas Day)
	12/26/2022 Monday (Observed Christmas Day)

**\* Number of ATLAS Rooms at Site:**

Add Room

**\* Number of ATLAS Rooms at Site:**

Room 1

**Room Status:**

☒ Active

☐ Inactive

**Select Days Available:**

<input type="checkbox"/> Monday	<input type="checkbox"/> Tuesday	<input checked="" type="checkbox"/> Wednesday
<input type="checkbox"/> Thursday	<input type="checkbox"/> Friday	<input type="checkbox"/> Saturday
<input checked="" type="checkbox"/> Sunday		

Add Room

- c. Number of ATLAS Rooms at Site will include an **Add Room** button:
- Selecting the **Add Room** button will display a card that includes checkboxes for each day of the week (unchecked by default).
  - If the status of the room is inactive, then the days of the week checkboxes cannot be checked (disabled).
  - If the status of the room is active, then the days of the week checkboxes can be checked (enabled) and upon selection a table displays for each day of the week checkbox that was checked.

**\* Number of ATLAS Rooms at Site:**

Room 1

**Room Status:**

☒ Active  
☐ Inactive

**Select Days Available:**

☐ Monday    ☐ Tuesday    ☒ Wednesday  
☐ Thursday    ☐ Friday    ☐ Saturday  
☒ Sunday

Wednesday		
Start Time	Duration	Status
<div>Edit Schedule</div>		

- iv. Each table will include columns for Start Time, Duration, and Status (all null by default).
- v. Selecting the **Edit Schedule** button for a given day of the week table will display a modal to provide the slot availability.
- vi. Default setting for slot availability will be to **Create Custom**, but user can select the **Use Existing Template** option in order to add a table that includes pre-populated slots (referenced further down). Each table will include one row by default with the following columns:
  - Start Time for the slot will default to 08 00 and selections for hour/minute can be adjusted that would take up the 24 hour clock.
  - Duration will default to 30 (minutes) and selections can be modified to either 15, 20, 30, or 60.
  - Status will default to **Open**. User can select **Blocked** from the dropdown.
- vii. Selecting the **Add Slot** button will add more slot rows to the table. (Note: Slots cannot overlap, must be in sequential order, and cannot exceed 24 hours).
  - Slot rows can be removed by selecting the **x** icon to the right of each row (with exception to the first slot row).
- viii. The user can apply the created schedule for other days of the week in which the site is open by selecting the checkboxes below (if applicable), but slots that were already booked will not be changed. In addition, any changes made to the schedule will override changes made to the slot status report for that site on a given date (reference in slot status report section).

EDIT SCHEDULE

×

Slots Availability:

☒ Create Custom

☐ Use Existing Template

Start Time	Duration	Status
08 : 00	30	Open
08 : 30	30	Open
09 : 00	30	Open

Add Slot

Apply this schedule to the following days:

List only shows days the site is open and the slots which were already booked will not be changed. Slots that were updated for a given date through slot status report will be overwritten by these changes.

☒ Wednesday ☐ Sunday

Cancel

Apply

Sunday

Start Time	Duration	Status
1200	30	OPEN
1230	30	OPEN
1300	30	OPEN

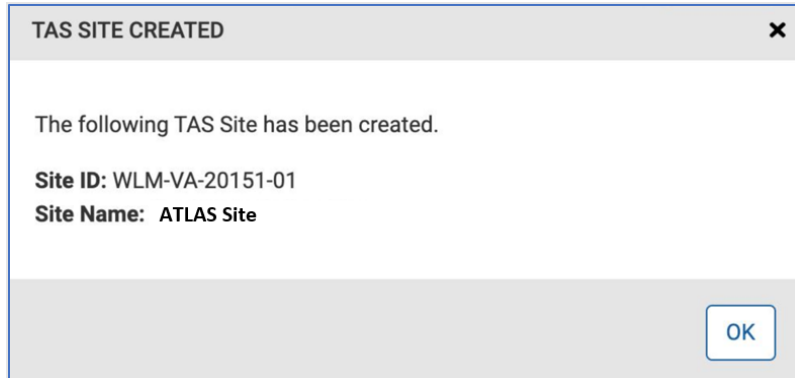
Edit Schedule

Add Room

Cancel

Create

- d. Completing ATLAS site creation (meta-data form):
  - i. Select the **Create** button when all required fields are satisfied and the site will be created. User will be redirected back to the Sites list view page upon confirming site creation. (Note: If, for any reason, the user wants to cancel out of the form, they can select the **Cancel** button which will not save their changes and direct them back to the Sites list view page).



#### 7.1.1.3 ATLAS Sites List View

The list view for ATLAS sites on the left-hand panel will display the status and date range from when that site will be active until (Note: Inactive sites will not include a date range). List view will also display the name and the physical address for a given site.

#### 7.1.1.4 ATLAS Site Details View

The details view for an ATLAS site will be in view once the site on the list view panel is selected. It will display read-only data for that given site provided by the user upon creation.

- a. For Active ATLAS sites only, when the details view is expanded on the right, there will be a button labeled 'Generate Site Set-Up Code' (Note: this button will be hidden for inactive sites)
- b. There will be instructional text that displays below the label as: 'Set up code will be active for 4 hours after generation'
- c. Upon selecting the button, the set-up code will be generated AND the window for that code use will be active for 4 hours; if after 4 hour timeframe, the button will be hidden.
- d. The generate site set-up code will appear on the screen, and replace the Generate Site Set-up button for the duration of 4 hours
- e. Along with the generated code, text will also be shown that states the date and time that the code will no longer be valid - '*Code is valid until MM/DD/YYYY @ HHMM*'
- f. After the valid period of the site set up code ends, the Generate Site Set-up Code button will appear (the previous site setup code will no longer be visible)

ATLAS Support

ATLAS Support

Hide Filter

Sites

Templates

Reports

Manage Roles

STATUS

☒ Active
 ☒ Inactive
 ☐ Archived

KEYWORD FILTER

Create New Site

Site Details

SITE DETAILS

Status:

 ACTIVE
 

Site ID:

 VFW-VA-20151-07
 

Site Name:

 AFS CHANTILLY WALMART
 

Time Zone:

 America/New\_York
 

Map Coordinates (Longitude):

 -77.46273
 

Map Coordinates (Latitude):

 38.87206

Generate Site Set-Up Code

Setup code will be active for 4 hours after generation

Generate Set-Up Code

PHYSICAL SITE ADDRESS

Street Address:

 5155 Parkston Dr 1
 

City:

 Chantilly
 

State:

 VA
 

Zip Code:

 20151
 

Country:

 USA

SITE CONTACT INFORMATION

Slot Status Report

Edit

VCM

My Workspace

Patient Care

Clinical Dashboards

Configuration

Feedback

External Apps

Settings

Help

Logout

ATLAS Support

ATLAS Support

Hide Filter

Sites

Templates

Reports

Manage Roles

STATUS

☒ Active
 ☒ Inactive
 ☐ Archived

KEYWORD FILTER

Create New Site

Site Details

SITE DETAILS

Status:

 ACTIVE
 

Site ID:

 VFW-VA-20151-07
 

Site Name:

 AFS CHANTILLY WALMART
 

Time Zone:

 America/New\_York
 

Map Coordinates (Longitude):

 -77.46273
 

Map Coordinates (Latitude):

 38.87206

Generate Site Set-Up Code

Setup code will be active for 4 hours after generation

Site Set-up code is:

123######

Code is valid until 06/27/2022 @ 0130

PHYSICAL SITE ADDRESS

Street Address:

 5155 Parkston Dr 1
 

City:

 Chantilly
 

State:

 VA
 

Zip Code:

 20151
 

Country:

 USA

Slot Status Report

Edit

### 7.1.1.5 Edit ATLAS Site

An ATLAS Site can also be modified as the user deems necessary by selecting the **Edit** button located in the lower right corner of the site details view.



**Edit TAS Site**

AFS CHANTILLY WALMART  
(Common name to be shown to Veteran)

\* Time Zone:  
Eastern Daylight/Standard Time

Map Coordinates:  
\* Longitude: -77.46273 \* Latitude: 38.87206

Physical Site Address  
\* Street Address: 5155 Parkston Dr 1

\* City: Chantilly \* State: VA

\* Zip Code: \* Country:

Cancel Save

Once in edit mode, the user will be able to view the site fields they can modify and **Save** (Note: Site ID cannot be modified once the site has been created).

#### 7.1.1.6 Slot Status Report

Within a site's details view, there will be a **Slot Status Report** button. Upon selection, the slot status report will be generated to view details for that site's slot availability on a given date range. The generated date range will default to today, however the user can change the dates to find details for a site's slots in the past as well as in the future.

- For reports generated in the past, it will display read-only details for booked appointments and the user will not see info for slots that were not booked.
- For reports generated today or in the future, it will display details for open, blocked, and/or booked slots. For this type of report, the user can modify whether they want to change the slot availability to 'Open' from 'Blocked' or vice versa. (Note: any changes made to a site's slot status report for a given date will not be reflected in the schedule for slot availability within the ATLAS meta data form. In addition, when slot status report is updated for slots that were not booked, and afterwards that site's schedule was updated, then those changes will override the updates made to the slot status report (with exception to booked slots).

Site Details

AVAILABILITY

Exclusion Dates (Federal Holidays Included):

07/05/2021 Monday (Observed Independence Day)  
12/31/2021 Friday (Observed New Year's Day)  
01/01/2022 Saturday (New Year's Day)  
01/17/2022 Monday (Birthday of Martin Luther King, Jr.)  
02/21/2022 Monday (Washington's Birthday)  
05/30/2022 Monday (Memorial Day)  
07/04/2022 Monday (Independence Day)  
10/10/2022 Monday (Columbus Day)  
11/24/2022 Thursday (Thanksgiving Day)  
12/25/2022 Sunday (Christmas Day)  
12/26/2022 Monday (Observed Christmas Day)

ROOM 1

Status:

Active

Days of the Week:

Monday, Wednesday, Friday

ROOM 2

Status:

Active

Slot Status Report

Edit

SLOT STATUS REPORT

Site Name and Address:

AFS CHANTILLY WALMART  
5155 Parkston Dr 1  
Chantilly VA 20151

Date Range:

From

08/26/2022

To

08/26/2022

Generate

Current Site Status:

ACTIVE (from 03/01/2021 to 03/31/2024)

Room 1

Date	Start Time	Duration	Status
08/26/2022	1200	30	Open
08/26/2022	1130	30	Open
08/26/2022	1100	30	Open
08/26/2022	1030	30	Open
08/26/2022	1000	30	Open

Cancel

Print

Save

### 7.1.2 Templates

Templates provide convenience for ease of use across sites. Templates are schedules that can be created in advance in order to apply slot availability to sites for days of the week (for a given room). Any

changes to templates on this view will be available on the **Sites** tab when applying site slot availability for a room on specific days of the week.

#### 7.1.2.1 Template Filters

- The filter will default to display all templates that were created by an ATLAS Support Admin
- Narrow the results down further by entering text within the Keyword Filter field and selecting the **Update** button.
- Select a template from the results listed below the search filters, to view that template's details view.

The screenshot shows the 'ATLAS Support' interface with the 'Templates' tab selected. A 'KEYWORD FILTER' section includes a search input 'Filter templates by keyword' and an 'Update' button. Below this is a 'Create New Template' button and a list of templates. 'TEMPLATE 2' (Test Template 2) is selected, opening a 'Template Details' modal. The modal displays the following information:

**TEMPLATE DETAILS**

**Name:** Template 2  
**Created By:** Test01 Staff01  
**Description:** Test Template 2

**AVAILABILITY**

Start Time	Duration	Status
1100	30	OPEN
1200	30	OPEN
1400	30	OPEN

At the bottom of the modal are 'Delete' and 'Edit' buttons.

#### 7.1.2.2 Create New Template

- Select the **Create New Template** button in order to create a new template.
- Required fields – Template Name, Template Description, and Availability.
- By default one row will display within the Availability table for Start Time, Duration, and Status. User can add or remove slots.
  - Start Time for the slot will default to 08 00 and selections for hour/minute can be adjusted that would take up the 24 hour clock.
  - Duration will default to 30 (minutes) and selections can be modified to either 15, 20, 30, or 60.
  - Status will default to **Open**. User can select **Blocked** from the dropdown.
- Select the **Create** button when all required fields are satisfied and the template will be created.

Create New Template

×

TEMPLATE DETAILS

\* Required field

\* Template Name:

Name of Template

\* Template Description:

Description of Template

AVAILABILITY

Start Time	Duration	Status
<div>08 ▾</div> : <div>00 ▾</div>	<div>30 ▾</div>	<div>Open ▾</div>

Add Slot

Cancel

Create

TEMPLATE CREATED

×

The following template has been created.

Template Name: Template 2

Template Description: Template 2

OK

- e. The user will be redirected back to the Templates list view page upon confirming template creation.

The screenshot shows the ATLAS Support interface with the 'Templates' tab selected. On the left, a list of templates is shown: 'TEMPLATE 1 Test Template 1' and 'TEMPLATE 2 Test Template 2'. 'TEMPLATE 2' is selected, indicated by a dark blue background and a left-pointing arrow. A 'Create New Template' button is at the top of the list. On the right, the 'Template Details' modal is open, displaying information for 'Template 2'. The modal has a title bar with a close button (X). The details are organized into sections: 'TEMPLATE DETAILS' and 'AVAILABILITY'. The 'TEMPLATE DETAILS' section includes fields for Name, Created By, and Description. The 'AVAILABILITY' section contains a table with columns for Start Time, Duration, and Status.

Start Time	Duration	Status
1100	30	OPEN
1200	30	OPEN
1400	30	OPEN

At the bottom of the modal, there are 'Delete' and 'Edit' buttons.

### 7.1.2.3 Templates List View

The list view for templates on the left-hand panel will display the template name and description.

### 7.1.2.4 Template Details View

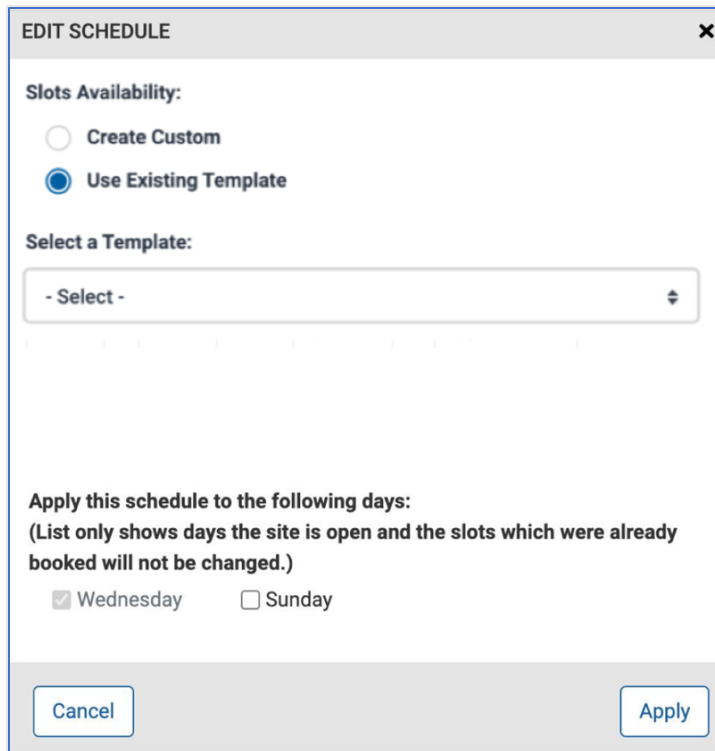
The details view for a given template will be in view once the template on the list view panel is selected. It will display read-only data for that given template provided by the user upon creation.

### 7.1.2.5 Edit or Delete Template

A template can also be modified or deleted as the user deems necessary by selecting either the **Edit** button or the **Delete** button within the template details view. (Note: Deleted templates cannot be recovered)

### 7.1.2.6 Applying an Existing Template to an ATLAS Site's Slot Availability

- Navigate back to the **Sites** tab
- Select an existing or create a new site
- Add an active room under the Number of ATLAS Rooms at Site section (if not already added)
- Select a checkbox for any day of the week (if not already checked)
- Select the **Edit Schedule** button for a given day of the week table. A modal displays to provide the slot availability.
- In the previous steps, a custom schedule was applied to the site slot availability. However, now since the user has created a template (from the **Templates** tab) they can choose from existing templates that were created.



**EDIT SCHEDULE** [X]

**Slots Availability:**

☐ Create Custom

☒ Use Existing Template

**Select a Template:**

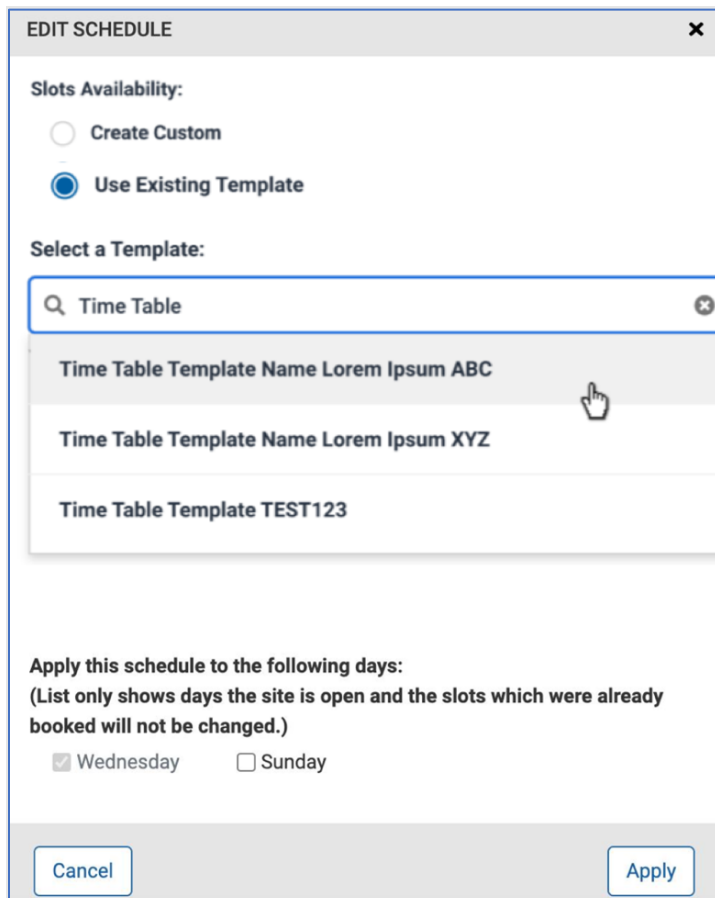
- Select -

**Apply this schedule to the following days:**  
(List only shows days the site is open and the slots which were already booked will not be changed.)

☒ Wednesday ☐ Sunday

Cancel Apply

- g. Under Slot Availability, select the **Use Existing Template** option
- h. From the **Select a Template** dropdown field, a list of templates will display to select from



**EDIT SCHEDULE** [X]

**Slots Availability:**

☐ Create Custom

☒ Use Existing Template

**Select a Template:**

Time Table

- Time Table Template Name Lorem Ipsum ABC
- Time Table Template Name Lorem Ipsum XYZ
- Time Table Template TEST123

**Apply this schedule to the following days:**  
(List only shows days the site is open and the slots which were already booked will not be changed.)

☒ Wednesday ☐ Sunday

Cancel Apply

- i. Select a template from the listing
- j. A table displays with pre-populated slot information at the time the template was created.  
Note: Any changes to slot availability here does not change the original template. Template changes must be made in the **Templates** tab.

EDIT SCHEDULE

Slots Availability:

☐ Create Custom
 ☒ Use Existing Template

Select a Template:

Time Table Template Name Lorem Ipsum ABC

Start Time	Duration	Status	
0800	20	Open	
0830	30	Open	
0900	20	Open	
1100	30	Open	
1300	20	Open	

Add Slot

Apply this schedule to the following days:

(List only shows days the site is open and the slots which were already booked will not be changed.)

☒ Wednesday
 ☐ Sunday

Cancel

Apply

- k. Each table will include the following columns:
  - a. Start Time for the slot will pre-populate with what was given by the user at the time of template creation. Selections for hour/minute can be adjusted that would take up the 24-hour clock.
  - b. Duration will pre-populate with what was given by the user at the time of template creation. Selections can be modified to either 15, 20, 30, or 60.
  - c. Status will pre-populate with what was given by the user at the time of the template creation. User can change Status between **Open** and **Blocked** from the dropdown.
    - i. Selecting the **Add Slot** button will add more slot rows to the table. (Note: Slots cannot overlap, must be in sequential order, and cannot exceed 24 hours).
      - 1. Slot rows can be removed by selecting the **x** icon to the right of each row (with exception to the first slot row).
- l. The user can apply the created schedule for other days of the week in which the site is open by selecting the checkboxes below (if applicable), but slots that were already booked will not be changed.

### 7.1.3 Reports

Within the Configuration Tab there will be a new tab labeled **Reports** that exists for users who have first level access to the ATLAS Support capability in VCM. Reports allows the ATLAS Support user to be able to generate a slot status report for one or multiple sites at a time for a given date range to view. This helps the scheduler know what time slots are 'Open,' 'Booked,' or 'Blocked' for active ATLAS sites.

#### 7.1.3.1 Reports Filters

a. A filter area displays and is expanded by default at the top. There will be an area for the user to enter site name(s) in a text field, to search by a date range, and slot status (by Open, Blocked, or Booked) to generate a report that they can view or edit the slot availability for (for one or multiple sites at a time). The default date range will be the current date for both the From and To date fields.

The screenshot shows the VCM interface with the Configuration tab selected. On the left is a sidebar with 'ATLAS Support'. The main content area has tabs for 'Sites', 'Templates', 'Reports', and 'Manage Roles'. The 'Reports' tab is active, showing a section titled 'Select one or more ATLAS Sites for your report'. Below this is a text input field labeled 'Enter a site name'. A note states: 'Type inside the box above to search for the ATLAS site. Use the up and down arrow keys on the keyboard to scroll to the desired site and select to add. You may select one or many sites.' Below the input field is a 'Date Range' section with 'From' and 'To' date pickers, both set to 11/08/2022, and a 'Generate' button. At the bottom is a 'Slot Status' section with three radio buttons: 'Open' (selected), 'Blocked', and 'Booked'.

#### 7.1.3.2 Reports Table

b. The generated report will display as a table and there will be columns to view from left to right: Site Name, Date, Room Number, Start Time, Duration (min), and Slot Status.

- i. All text within the table view is read-only except for the Slot Status column in which this will include a dropdown to be able to update the slot status to either 'Open' or 'Blocked' and the report can be saved in order to reflect the slot availability (for a given date/time) properly to the scheduler when scheduling an ATLAS appointment. (Note: Booked slots will include read-only text about the appointment information)



VCM My Workspace Patient Care Clinical Dashboards **Configuration** Feedback External Apps

ATLAS Support

ATLAS Support

Sites Templates **Reports** Manage Roles

Select one or more ATLAS Sites for your report

X AFS CHANTILLY WALMART X BOONE WALMART Enter a site name

Type inside the box above to search for the ATLAS site. Use the up and down arrow keys on the keyboard to scroll to the desired site and select to add. You may select one or many sites.

Date Range: From 11/01/2022 To 12/30/2022 Generate

Slot Status: ☒ Open ☒ Blocked ☒ Booked

Site Name	Date	Room Number	Start Time	Duration (min)	Slot Status
AFS CHANTILLY WALMART	12/30/2022	Room 2	1600	30	Open
AFS CHANTILLY WALMART	12/30/2022	Room 2	1530	30	Open
AFS CHANTILLY WALMART	12/30/2022	Room 2	1500	30	Open
AFS CHANTILLY WALMART	12/30/2022	Room 1	1200	30	Open
AFS CHANTILLY WALMART	12/30/2022	Room 1	1130	30	Open
AFS CHANTILLY WALMART	12/30/2022	Room 1	1100	30	Open
AFS CHANTILLY WALMART	12/30/2022	Room 1	1030	30	Open

Save

VCM My Workspace Patient Care Clinical Dashboards **Configuration** Feedback External Apps

ATLAS Support

ATLAS Support

Sites Templates **Reports** Manage Roles

Select one or more ATLAS Sites for your report

X AFS CHANTILLY WALMART X BOONE WALMART Enter a site name

Type inside the box above to search for the ATLAS site. Use the up and down arrow keys on the keyboard to scroll to the desired site and select to add. You may select one or many sites.

Date Range: From 10/01/2022 To 12/30/2022 Generate

Slot Status: ☒ Open ☒ Blocked ☒ Booked

AFS CHANTILLY WALMART	11/02/2022	Room 1	1000	30	BOOKED VA Provider Email: Phone: Appt Code: Scheduler: Provider Email: Annt Code
BOONE WALMART	10/22/2022	Room 1	1900	30	BOOKED VA Provider Email: Phone: Appt Code: Scheduler: Provider Email: Annt Code

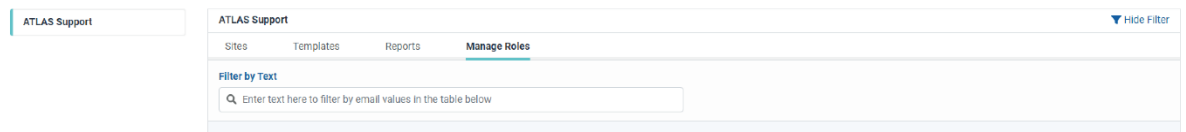
Save

#### 7.1.4. Manage Roles

Within the Configuration tab there will be a new tab labeled **Manage Roles** that exists for users who have first level access to the ATLAS Support capability in VCM. Manage Roles allows the ATLAS Support user to be able to add individual(s) who they want to provide ATLAS Support capability to but would just like them to have access to a read-only view for ATLAS Sites and Templates as well as to be able to edit slot status report for an individual site (Note: This is the 'Slot Status Report' button for a given ATLAS site under the Sites section within ATLAS Support). Users with this second level access are typically referred as a 'Second Level User' or 'Read-Only Access User'. In addition, under the Manage Roles tab, first level access users will be able to add or remove second level access users with ease.

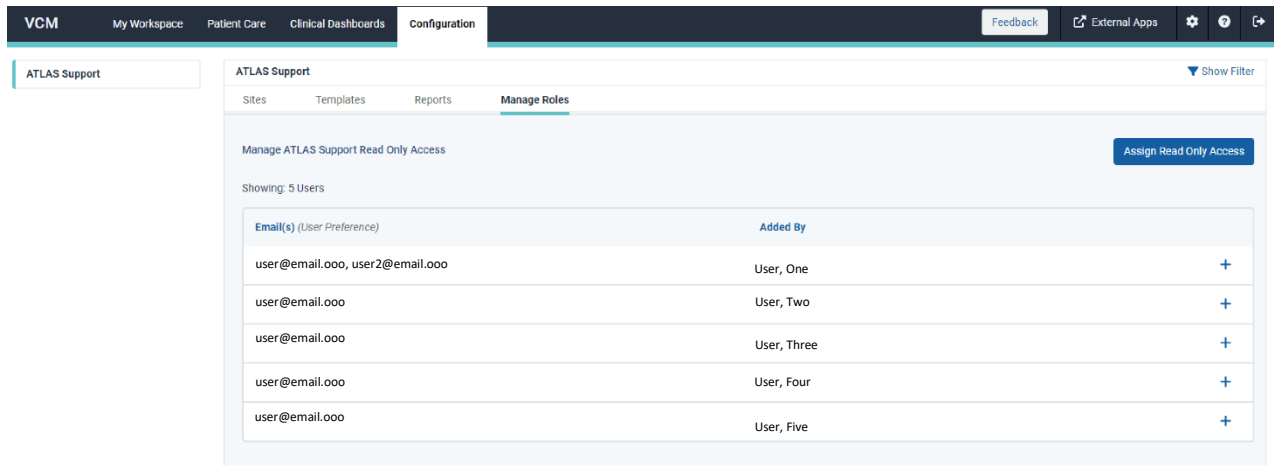
#### 7.1.4.1 Manage Roles Filter View

- a. A filter area displays and is collapsed by default at the top. Upon expanding the filter by selecting the 'Show Filter' link, a **Filter by Text** field displays for the first level access user to be able to enter text in order to find an individual if necessary.



#### 7.1.4.2 Manage Roles Table View

- a. If users are already added to the listing, a table to **Manage ATLAS Support Read Only Access Users** will display with the following columns from left to right: Email(s) (*User Preference*) and Added By.
- The **Email(s) (*User Preference*)** column will include the email(s) of the individual as read-only text
  - The Added By column will include the name of the user (Last Name, First Name) who added the second level access user as read-only text.



- b. There will be a '+' icon located to the far right of each row
- Upon expanding the row, the details view will include the second level user's SecID, Email(s), Added By, and Last Updated date information.

VCM
My Workspace
Patient Care
Clinical Dashboards
Configuration
Feedback
External Apps

ATLAS Support

ATLAS Support
Show Filter

Sites
Templates
Reports
Manage Roles

Manage ATLAS Support Read Only Access
Assign Read Only Access

Showing: 5 Users

Email(s) (User Preference)	Added By	
user@email.ooo, user2@email.ooo	User, One	+
user@email.ooo, user2@email.ooo	User, Two	+
-		
Sec ID: 0000000000 Last Updated: 08/25/2022	Email(s): user@email.ooo	Added By: User, Two
Remove ATLAS Access		
user@email.ooo	User, Three	+
user@email.ooo	User, Four	+

### 7.1.4.3 Add Second Level User

- In order to add an individual as a second level user to be able to have read-only access, there will be an Assign Read Only Access button located in the upper right corner (above the table).
- Upon selecting the **Assign Read Only Access** button, a modal displays in order to find the individual that is needing to be added.

LAS Support

ites
Templates
Reports
Manage Roles

Manage ATLAS Support Read Only Access

Showing: 5 Users

Email(s) (User Preference)

user@email.ooo

user@email.ooo

Sec ID:  
0000000000

Last Updated:  
08/25/2022

Added By:  
User, One

Assign Read Only Access

To Assign Read Only Access Search for Staff  
(Note: Staff must have used VCM and created preferences)

\* Search by Text

smith OR smith@example.gov

Search

Filter by Facility

ALL

Cancel

Assign

- c. In order to search, text must be entered within the **Search by Text** field. Facility can also be selected in order to narrow the search further, but it is optional. Upon entering text and selecting the **Search** button, a list of individuals matching the text entered will display.

**ASSIGN READ ONLY ACCESS** [X]

**\* Required field**

To Assign Read Only Access Search for Staff

*(Note: Staff must have used VCM and created preferences)*

**\* Search by Text**

provider1 **Search**

**Filter by Facility**

ALL [v]

1 Matching Results (select one)

provider1@email.ooo  
provider1@email.ooo  
**Facility:** Cheyenne VA Medical Center **Select**

**Cancel** **Assign**

- d. The **Select** button must be selected in order to assign the user read only access.

**ASSIGN READ ONLY ACCESS** ✕

**\* Required field**

**To Assign Read Only Access Search for Staff**  
*(Note: Staff must have used VCM and created preferences)*

**\* Search by Text**

provider1 Search

**Filter by Facility**

ALL ▼

1 Matching Results (select one)

provider1@email.ooo  
provider1@email.ooo  
**Facility:** Cheyenne VA Medical Center Select

Cancel Assign

- e. Selecting the Assign button will assign the individual read only access and will display within the table view.

ATLAS Support

ATLAS Support

Sites Templates Reports **Manage Roles**

Manage ATLAS Support Read Only Access

Assign Read Only Access

Showing: 6 Users

Email(s) (User Preference)	Added By
user@email.ooo	User, One
user@email.ooo	User, Two
<div> <div> Sec ID: 0000000000 </div> <div> Email(s): user@email.ooo user@email.ooo </div> <div> Added By: User, Two </div> </div> <div> Last Updated: 08/12/2022 </div> <div>Remove ATLAS Access</div>	
user@email.ooo	User, Three
user@email.ooo	User, Four
user@email.ooo	User, Five

#### 13.1.4.4. Remove Second Level User

- An individual from the table can also be removed if necessary. In order to remove a Second Level User, they must be located within the table and upon expanding their row to view details there will be a **Remove ATLAS Access** button located in the lower right corner.

Sec ID:  
0000000000

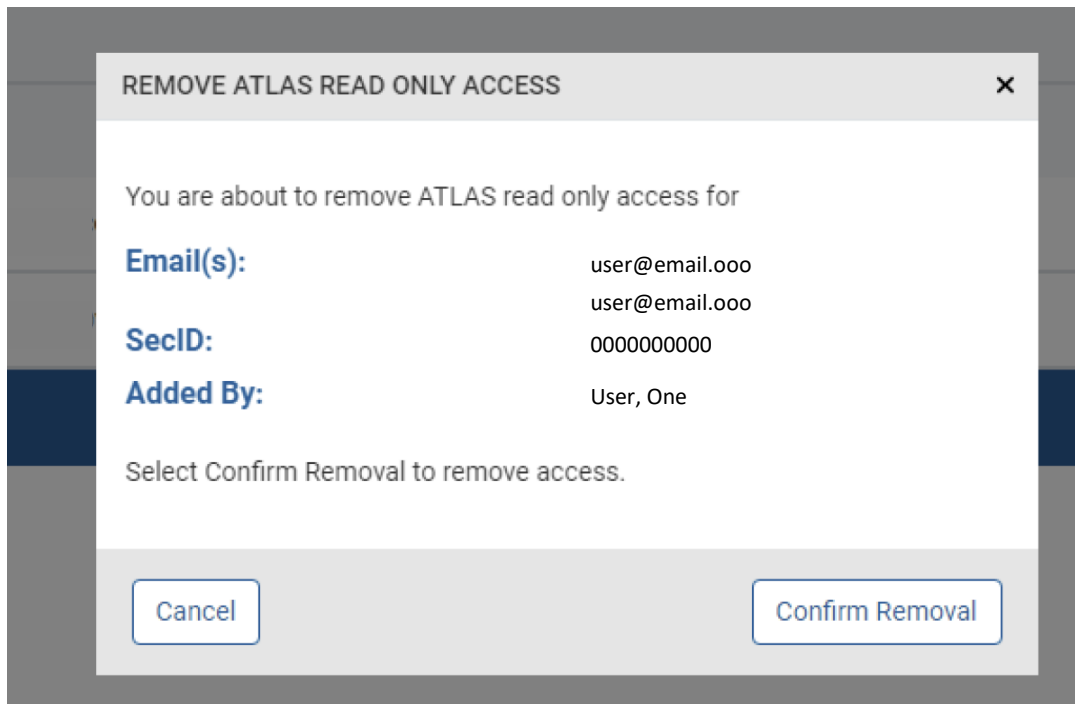
Email(s):  
user@email.ooo  
user@email.ooo

Added By:  
User, One

Last Updated:  
08/12/2022

Remove ATLAS Access

- Upon selecting the **Remove ATLAS Access** button, a modal displays to either **Confirm Removal** in order to confirm that this is the correct individual that needs access removed or there is an option to **Cancel** if necessary.



- c. Upon selecting the **Confirm Removal** button, the modal will close, and the individual will be removed from the table and no longer have the second level user access.

## 7.2 Facility Contact Information

Within the Configuration Tab of Virtual Care Manager (VCM), users will find one or two workflows within Facility Contact Information, depending on level of access: 1) **Location Emergency Contacts**, and 2) **Manage User Access**. In this User Guide, **Support Users** are those with access to manage Location Emergency Contacts, and **Administrators** are those with access to Manage User Access and Location Emergency Contacts.

### Important note about User Access:

1. Access to **Location Emergency Contacts**: In order for VCM users to be granted access to Location Emergency Contact, the VCM user must have logged in and must have established Preferences in Settings
2. Access to **Manage User Access**: This access is assigned to a small number of Administrators who will manage Location Support users' access to manage Location Emergency Contacts. The Manager User Access tab will not be visible to those without access.

### 7.2.1 Location Emergency Contact

Support users can filter the list of all Veterans Health Administration (VHA) facilities regardless of the facility into which they authenticated. to identify and select a particular facility in order to update the

facility's urgent contact information. Maintaining accurate Facility Contact Information is crucial to supporting VA healthcare providers during a clinic-based Telehealth appointment, in the event that an emergency notification needs to be initiated during an appointment. Keeping an accurate record of Facility Contact Information ensures the safety of Veterans.

In Location Emergency Contacts, VCM Support Users with access can complete the following tasks:

- Filter through the list of all VHA facilities to identify and select a particular facility
- Verify that the Facility Contact Information at the selected site is correct
- Edit the Facility Contact Information if it needs to be updated or corrected

#### 7.2.1.1 Filter list of VHA facilities

Location Emergency Contacts displays a list of all VHA facilities when no filters have been applied to narrow the list results. To apply filters select "Show Filter" (see image below).

The screenshot shows the 'Configuration' tab in the 'Location Emergency Contacts' section. On the left, there is a sidebar with 'ATLAS Support' and 'Facility Contact Information'. The main area has a 'Facility Contact Information' header with a 'Hide Filter' button. Below this, there are two tabs: 'Location Emergency Contacts' (selected) and 'Manage User Access'. The 'Location Emergency Contacts' tab displays a 'STATUS' section with two checkboxes: 'Data Verified > 6 mo.' and 'No Site Urgent Contact Info'. To the right of the status filters is a 'FILTER BY (List limited to VHA healthcare facilities only)' section with five filters: 'City' (text input), 'State' (dropdown menu), 'Zip Code' (text input), 'Facility Name' (text input), and 'VISN' (dropdown menu). A 'Reset Filters' button is located to the right of the filters. Below the filters is a table of VHA facilities. The table has two columns: 'Verified' and 'Facility Name'. The 'Verified' column shows dates, and the 'Facility Name' column shows the facility name and address. The facilities listed are: Abie Abraham VA Clinic (03/10/2022), Armstrong County VA Clinic (03/07/2022), Butler VA Medical Center (03/07/2022), Clarion County VA Clinic (03/04/2022), Cranberry Township VA Clinic (03/21/2022), and Lawrence County VA Clinic (03/04/2022).

Verified	Facility Name
03/10/2022	Abie Abraham VA Clinic Address: 353 North Duffy Road Butler, PA
03/07/2022	Armstrong County VA Clinic Address: 11 Hilltop Plaza Kittanning, PA
03/07/2022	Butler VA Medical Center Address: 325 New Castle Road Butler, PA
03/04/2022	Clarion County VA Clinic Address: 56 Clarion Plaza Suite 115 Monroe Township, PA
03/21/2022	Cranberry Township VA Clinic Address: 900 Commonwealth Drive Suite 900 Cranberry Township, PA
03/04/2022	Lawrence County VA Clinic

When accessing the Location Emergency Contacts, five search filters are displayed, two status filters, and a populated list of all VHA facilities.

The image below displays all filters available to narrow your facility search. To identify a VHA facility in the list, use any combination of the five filters – City, State, Zip Code, Facility Name and/or VISN to narrow search the results in the Facility Name list view:

- **City:** If you know the name of the city where the facility is located, enter three or more letters in the spelling of the city's name. Examples include DET for Detroit, or CHI for Chicago.
- **State:** use the State dropdown list filter to select the state in which the facility is located. You may scroll or type the first letter of the state to jump to that state in the dropdown list and make your selection.



- **Zip code:** If you know the zip code where the facility is located, type in the full 5-digit numerical zip code to narrow the facility search.
- **Facility Name:** If you know the name of the facility, enter three or more letters in the spelling of the facility name to narrow your search. Entering as much of the facility name as possible will help further narrow the results.
- **VISN:** If you know the VISN where the facility is located, use the VISN dropdown list filter to select the VISN where the facility is located. You may scroll or type in the whole number of the VISN to jump to that VISN in the dropdown list to make your selection.

**Note:** An info icon near the filters listed above offers suggestions to optimize the use of filters to identify the desired facility.

The screenshot shows the 'Configuration' tab in the Virtual Care Manager interface. On the left, there is a sidebar with 'ATLAS Support' and 'Facility Urgent Contact Info'. The main content area is titled 'Facility Urgent Contact Info' and contains two sub-sections: 'Location Emergency Contacts' and 'Manage User Access'. Under 'Location Emergency Contacts', there are 'STATUS' filters: 'Data Verified > 6 mo.' and 'No Site Urgent Contact Info'. To the right, under 'FILTER BY', there are input fields for 'City', 'State' (a dropdown menu), 'Zip Code', 'Facility Name', and 'VISN' (a dropdown menu). A 'Reset Filters' button is located to the right of the 'Zip Code' field. A 'Hide Filter' link is in the top right corner of the filter section.

**Status Filters:** Note the Status filters in the image above. Selecting one of these filters will further narrow the list of filtered results to facilities that have not had the Facility Contact Information updated in the a past six months or to those facilities for which there is no Facility Contact Information. In addition to narrowing the filtered search results, selecting these filters also helps identify facilities that are in need of updates and maintenance of the Facility Contact Information.

**Reset Filters:** To remove selections from all filters and begin a new filtered search, select the “Reset Filters” button.

**Below are several examples of a variety of filtered searches and their results:**

*Example of a filtered search by State only: This filtered search results in all VHA facilities within the selected state of Georgia, with the option to scroll through returned results. Applying more filters narrows the results.*

The screenshot shows the 'Configuration' tab in the Virtual Care Manager. The 'Location Emergency Contacts' section is active. The 'FILTER BY' dropdown is set to 'State'. The 'City' dropdown is set to 'Atlanta'. The 'State' dropdown is set to 'Georgia'. The 'Zip Code' field is empty. The 'Reset Filters' button is visible. The search results table shows the following data:

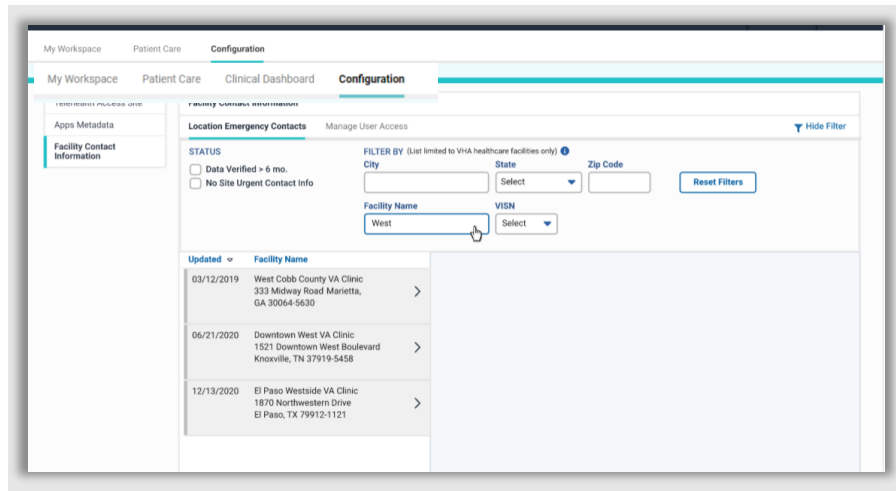
Updated	Facility Name
06/20/2020	Atlanta VA Medical Center 1670 Clairmont Road Atlanta, GA 30033-4004
05/25/2020	Atlanta VA Clinic 250 North Arcadia Avenue Decatur, GA 30030-2115
03/12/2019	Blairsville VA Clinic 1294 Highway 515, East Blairsville, GA 30512-8599
11/24/2020	Covington VA Clinic 10155 Eagle Drive Covington, GA 30014-3805

*Example of a filtered search by State and City: This filtered search results in all VHA facilities within Atlanta, Georgia, and has significantly narrowed the search results compared to the State only filtered search above.*

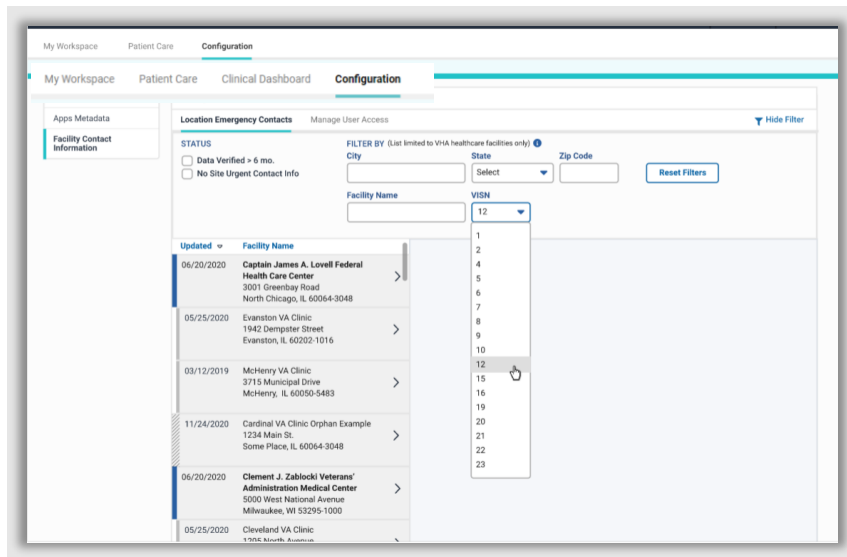
The screenshot shows the 'Configuration' tab in the Virtual Care Manager. The 'Location Emergency Contacts' section is active. The 'FILTER BY' dropdown is set to 'Facility Name'. The 'City' dropdown is set to 'Atlanta'. The 'State' dropdown is set to 'Georgia'. The 'Zip Code' field is empty. The 'Reset Filters' button is visible. The search results table shows the following data:

Updated	Facility Name
06/20/2020	Atlanta VA Medical Center 1670 Clairmont Road Atlanta, GA 30033-4004
05/25/2020	Fort McPherson VA Clinic 1701 Hardie Avenue, Southwest Atlanta, GA 30310-5110

*Example of a filtered search by Facility Name: The Facility Name entered is "West", narrowed the filtered search results to only VHA facilities that have the word "West" anywhere in the Facility Name, even if it's part of another word, such as "Westside".*



*Example of a filtered search by VISN only: This filtered search results in all VHA facilities within the selected VISN 12, with the option to scroll through returned results. Applying more filters narrows the results.*



**Making a Facility Selection:** Once the desired facility result is returned in the Facility Name list, click the arrow icon to the right of the Facility Name. The facility result will turn from gray to blue, and Facility Details will display at right (see image below) so that action may be taken for the selected facility.

The screenshot displays the 'Configuration' page in the Virtual Care Manager. The left sidebar contains navigation links: 'Telehealth Access Site', 'Apps Metadata', and 'Facility Contact Information'. The main area is titled 'Facility Contact Information' and includes a 'Location Emergency Contacts' tab. A 'Filter By' section allows users to filter facilities by City, State, Zip Code, Facility Name, and VISN. Below the filters is a table of facilities. The first facility, 'West Cobb County VA Clinic', is selected, and its details are shown in a modal window on the right. This modal includes fields for Station Code, Physical Address, Longitude, Latitude, Time Zone, and Contact Information (Primary POC and Work Email). Buttons for 'Verify as Correct' and 'Edit Details' are located at the bottom right of the modal.

Updated	Facility Name
03/12/2019	West Cobb County VA Clinic 333 Midway Road Marietta, GA 30064-5630
06/21/2020	Downtown West VA Clinic 1521 Downtown West Boulevard Knoxville, TN 37919-5458
12/13/2020	El Paso Westside VA Clinic 1870 Northwestern Drive El Paso, TX 79912-1121

Facility Details	
Station Code:	VFW-GA-14201-##
Physical Address:	333 Midway Road Marietta, GA 30064-5630
Longitude:	-77.0364
Latitude:	38.8951
Time Zone:	(UTC -5) Eastern Standard Time (EST)
CONTACT INFORMATION TO MAINTAIN THIS INFO:	
Primary POC:	Contact
Work Email:	Contact@va.gov

#### 7.2.1.2 Verify the Facility Contact Information at the selected site

Once the selected Facility Details are displayed (see image above), the Facility Contact Information can be reviewed to ensure that all contact details are correct. If the data is correct upon review, click “Verify as Correct” and the date that the contact information is verified will automatically update with the date of the verification.

#### 7.2.1.3 Edit the Facility Contact Information

If the review of the Facility Contact Information reveals that the contact details are incomplete or inaccurate, click “Edit Details” (see image above). Once selected, you will see “Edit Facility” display. The first section of facility information cannot be edited, but all fields below “Contact Information to Maintain This Info” can be updated to ensure accurate and complete information.

Any field with a red asterisk at the top left of the field indicates that this is a required field, so information needs to be entered before the information can be saved. As information is updated, selected “Add Another” to enter more fields of data, as needed. Once the information has been completely updated, select “Save”. The “Save” button cannot be selected until all required fields are created. If you have entered the “Edit Facility” display and do not wish to update any information, select “Cancel”.

**Edit Facility**

\* Required field

Aberdeen VA Clinic

Station Code: 438GD

Physical Address:

Address: 3307 10th Avenue Southeast  
City: Aberdeen  
State: SD

Map Coordinates:

Longitude: -98.44105  
Latitude: 45.4552  
Time Zone:

CONTACT INFORMATION TO MAINTAIN THIS INFO:

Primary POC:

\* Full Name:  
Facility POC

\* Work Email:  
POC@email.ooo

\* Work Phone Number: (999)999-9999 Ext: 10001

**Other Facility Contact Numbers**

Enter data on items that are present at this facility

**Laboratory** Ext: 127727  
(999)999-9999

**Outpatient Pharmacy** Ext: 4664  
(999)999-9999

**Radiology** Ext: 664  
(999)999-9999

\* Location/Title: Safety Officer \* Phone Number: (999)999-9999 Ext: 444

\* Location/Title: Chief of Staff \* Phone Number: (999)999-9999 Ext: 1233

Add Another

Cancel Save

#### 7.2.1.4 Edit Facility Detail

If no Primary POC information is listed for a facility, select the Edit Details button on the Facility Details screen, to add a Primary POC.

Location Emergency Contacts Show Filter

Verified	Facility Name	Facility Details
	<b>Clinic</b> Address: 9301 Madison Street Crown Point, IN	AIKEN VA CLINIC
	<b>Adrian VA Clinic</b> Address: 770 Riverside Avenue 1st Floor Adrian, MI	Station Code: 509GB Physical Address: 951 Millbrook Avenue, Aiken, SC Longitude: -81.72037 Latitude: 33.52107 Time Zone:
08/11/2021	<b>Afton VA Clinic</b> Address: 125 South Washington Street Afton, WY	CONTACT INFORMATION TO MAINTAIN THIS INFO: Primary POC: Work Email:
	<b>Aiken VA Clinic</b> Address: 951 Millbrook Avenue Aiken, SC	
08/04/2021	<b>Akron VA Clinic</b> Address: 55 West Waterloo Road Akron, OH	
	<b>Alamogordo VA Clinic</b> Address: 3199 North White Sands Boulevard Suite D10 Alamogordo, NM	
	<b>Alamosa VA Clinic</b> Address: 622 Del Sol Drive Alamosa, CO	
	<b>Albany VA Clinic</b> Address: 814 Radford Boulevard c/o Naval Branch	

Edit Details

On the Edit Facility screen, the location details are pre-populated, with the Station Code, Address, and Map Coordinates. Add the Primary POC contact details and scroll down to manage additional facility-specific information.

Edit Facility \* Required field

Albany VA Clinic

Station Code: 557GB

Physical Address:

Address: 814 Radford Boulevard c/o Naval Branch Health Clinic Building 7000  
City: Albany  
State: GA

Map Coordinates:

Longitude: -84.06387  
Latitude: 31.550728  
Time Zone:

CONTACT INFORMATION TO MAINTAIN THIS INFO:

Primary POC:

\* Full Name:

\* Work Email:

\* Work Phone Number:  (999) 999-9999 Ext:

#### 7.2.1.5 Facility Emergency Notification List

In the Emergency Notification List section, select the Add Recipients Info button to add entry fields to the facility info.

Edit Facility

Facility Urgent Telephone Contact Info

Select and add phone numbers to create prioritization of items for your facility. Add additional contacts that may be specific to your facility.

\* Location/Title:

- Select -

\* Phone Number:

(999) 999-9999

Ext:

↑

↓

\* Location/Title:

- Select -

\* Phone Number:

(999) 999-9999

Ext:

↑

↓

\* Location/Title:

- Select -

\* Phone Number:

(999) 999-9999

Ext:

↑

↓

Add Another

Other Facility Contact Numbers

Enter data on items that are present at this facility

Laboratory

(999) 999-9999

Ext:

Outpatient Pharmacy

(999) 999-9999

Ext:

Radiology

(999) 999-9999

Ext:

Cancel

Save

#### 7.2.1.6 Facility Urgent Telephone Contact Info

In the Facility Urgent Telephone Contact Info section, three rows will appear by default and are required. The contacts entered here will display as the initial contact list in case of an emergency during the video visit.

Facility Urgent Telephone Contact Info

Select and add phone numbers to create prioritization of items for your facility. Add additional contacts that may be specific to your facility.

\* Location/Title:

- Select -

\* Phone Number:

(999) 999-9999

Ext:

↑

↓

\* Location/Title:

- Select -

\* Phone Number:

(999) 999-9999

Ext:

↑

↓

\* Location/Title:

- Select -

\* Phone Number:

(999) 999-9999

Ext:

↑

↓

Add Another

Adjust Location/Title using the drop-down menu to view options.

**Facility Urgent Telephone Contact Info**

Select and add phone numbers to create prioritization of items for your facility. Add additional contacts that may be specific to your facility.

* Location/Title:	* Phone Number:	Ext:	
- Select -	(999) 999-9999		↑ ↓
- Select -	(999) 999-9999		↑ ↓
Local number to call to initiate a code			
Local Facility ER 24/7			
VA Police Emergency			
Facility Telehealth Coordinator			
MH Contact On Site			
Emergency Management Office			
TeleHealth Clinical Technician			
Primary Care Nurse Manager			
Onsite Provider			
Onsite Nurse			
+ Add New Location/Title...			

If a desired location type is not listed, select the +Add New Location/Title option to customize the list of location types.

**ADD NEW LOCATION/TITLE (URGENT TELEPHONE CONTACTS)** ✕

**\* Required field**

Add a custom Location/Title not found in the list of available options.

**\* Location/Title:**

Cancel Add

If contact information needs to be captured for more than three types of locations, select the Add Another button to display an additional entry row.



**Facility Urgent Telephone Contact Info**

Select and add phone numbers to create prioritization of items for your facility. Add additional contacts that may be specific to your facility.

* Location/Title: Local Facility ER 24/7	* Phone Number: (000) 000-0000	Ext: 	↑ ↓
* Location/Title: MH Contact On Site	* Phone Number: (000) 000-0000	Ext: 	↑ ↓
* Location/Title: Primary Care Nurse Manager	* Phone Number: (000) 000-0000	Ext: 	↑ ↓
* Location/Title: - Select -	* Phone Number: (999) 999-9999	Ext: 	↑ ↓ ✕

[Add Another](#)

Contacts can be prioritized by adjusting the order using the up/down arrows displayed at the end of each contact row.

**Facility Urgent Telephone Contact Info**

Select and add phone numbers to create prioritization of items for your facility. Add additional contacts that may be specific to your facility.

* Location/Title: Local Facility ER 24/7	* Phone Number: (000) 000-0000	Ext: 	↑ ↓
* Location/Title: MH Contact On Site	* Phone Number: (000) 000-0000	Ext: 	↑ ↓
* Location/Title: Primary Care Nurse Manager	* Phone Number: (000) 000-0000	Ext: 	↑ ↓
* Location/Title: Facility Contact 3	* Phone Number: (000) 000-0000	Ext: 	↑ ↓ ✕

[Add Another](#)

### 7.2.1.7 Other Facility Contact Numbers

In the Other Facility Contact Numbers section, manage the information for the three default contacts.

**Other Facility Contact Numbers**

Enter data on items that are present at this facility

<b>Laboratory</b>	Ext:
(999) 999-9999	
<b>Outpatient Pharmacy</b>	Ext:
(999) 999-9999	
<b>Radiology</b>	Ext:
(999) 999-9999	

[Add Another](#)

List more contacts by selecting the Add Another button.

**Other Facility Contact Numbers**

Enter data on items that are present at this facility

**Laboratory**      Ext:

(000) 000-0000     

**Outpatient Pharmacy**      Ext:

(000) 000-0000     

**Radiology**      Ext:

(000) 000-0000     

**\* Location/Title:**      **\* Phone Number:**      Ext:

- Select -      (999) 999-9999     

**Add Another**

Select the drop-down list to designate the type of contact in the Location/Title field.

**\* Location/Title:**      **\* Phone Number:**      Ext:

- Select -      (000) 000-0000     

Patient Advocate

Community of Care POC

Quality Management

MSA Scheduling

MST coordinator

Chief of Staff

Safety Officer

Community Police – Non-emergency

Suicide Prevention Coordinator

Director of Mental Health

+ Add New Location/Title...

- Select -

**\* Phone Number:**      Ext:

(000) 000-0000     

**\* Phone Number:**      Ext:

(999) 999-9999     


**Add Another**

Add additional contacts, or quickly revise the list by selecting the “X” button at the end of the contact information row.

**Other Facility Contact Numbers**

Enter data on items that are present at this facility

<b>Laboratory</b>	<b>Ext:</b>
<input type="text" value="(000) 000-0000"/>	<input type="text"/>
<b>Outpatient Pharmacy</b>	<b>Ext:</b>
<input type="text" value="(000) 000-0000"/>	<input type="text"/>
<b>Radiology</b>	<b>Ext:</b>
<input type="text" value="(000) 000-0000"/>	<input type="text"/>

<b>* Location/Title:</b>	<b>* Phone Number:</b>	<b>Ext:</b>	
<input type="text" value="Patient Advocate"/>	<input type="text" value="(000) 000-0000"/>	<input type="text"/>	

### 7.2.2 Manage User Access

A limited number of Facility Contact Administrators will have access to the Manage User Access feature. Administrators with access to this feature may add and remove access for Urgent Care Users, FTCs and others who need to have access to the Location Emergency Contacts tab described above. Only these administrators are able to add and remove access to Location Emergency Contacts.

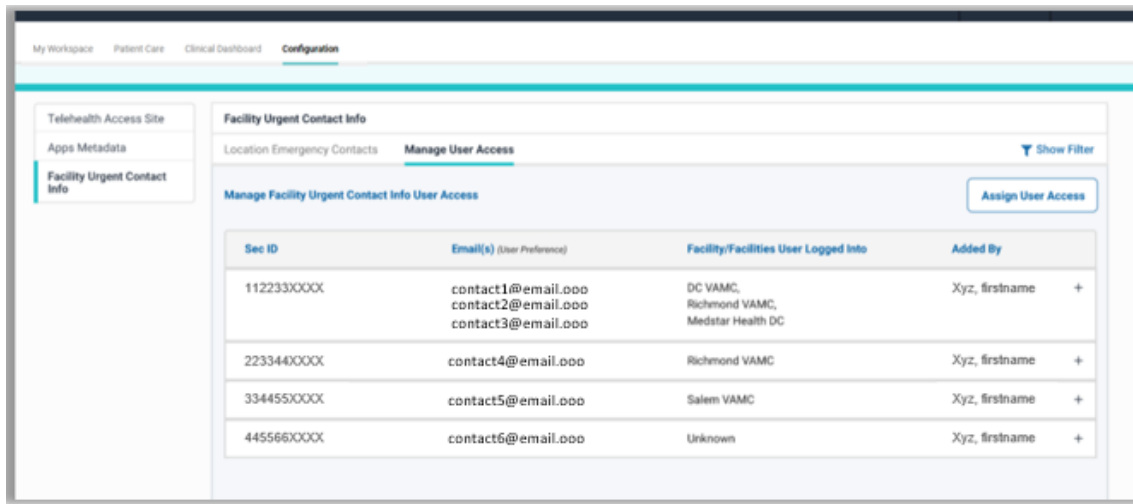
In Manage User Access, a limited number of UC Administrators with specific access to this feature can complete the following tasks:

- View the list of current staff with access to Location Emergency Contacts
- Filter through the list of staff names and email addresses (text match) to identify and select a specific user (\*Note: in order to appear in the list of filtered results, staff must have used VCM and created preferences)
- Add access to “Location Emergency Contacts” for the selected staff
- Remove access to “Location Emergency Contacts” for a specific staff

**Note:** Access to Manage User Access is restricted to few VCM users. The “Manage User Access” tab will not be visible to users unless they have Urgent Care Administrator access.

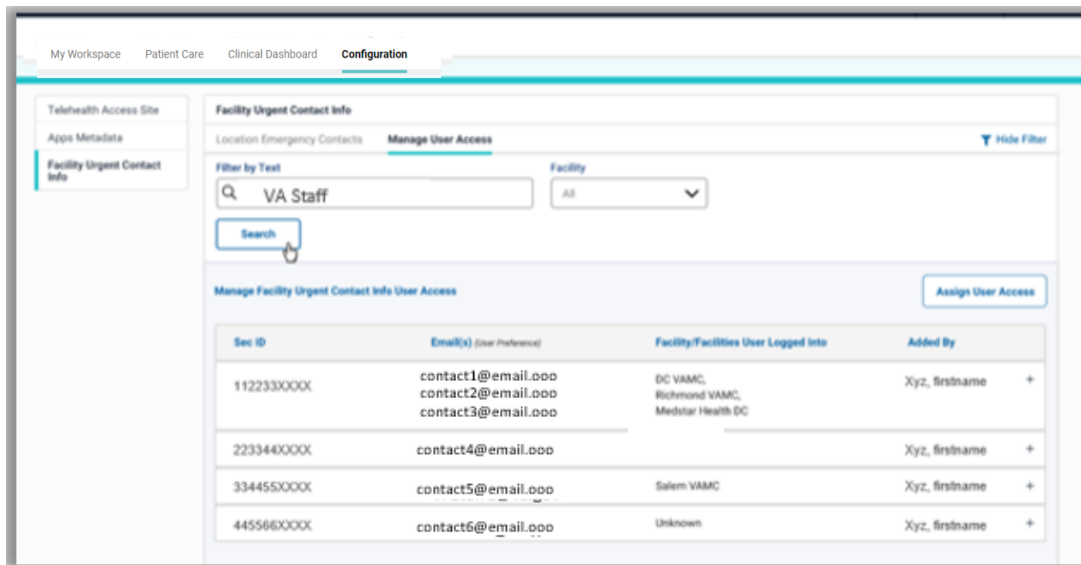
#### 7.2.2.1 View staff with access to Location Emergency Contacts:

Manage User Access displays a list of all staff\* when no filters have been applied to narrow the list results. When accessing the Manage User Access, select “Show Filter” to display the two filters available to narrow the list results. The image below shows the list with no filters applied when the “Show Filter” option has not yet been selected.

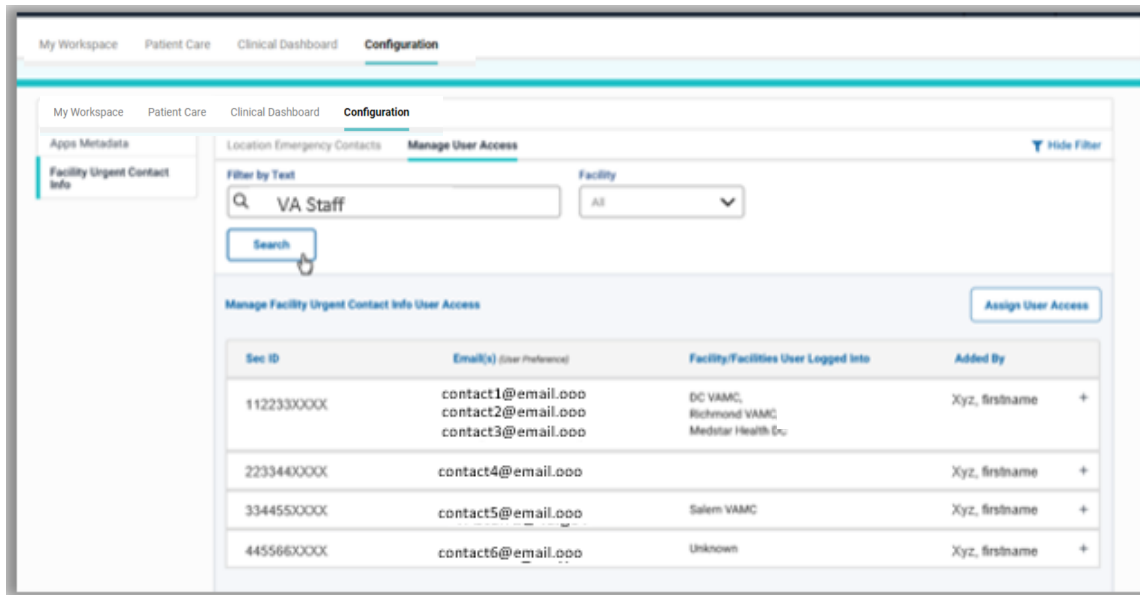


### 7.2.2.2 Use filters to identify specific users:

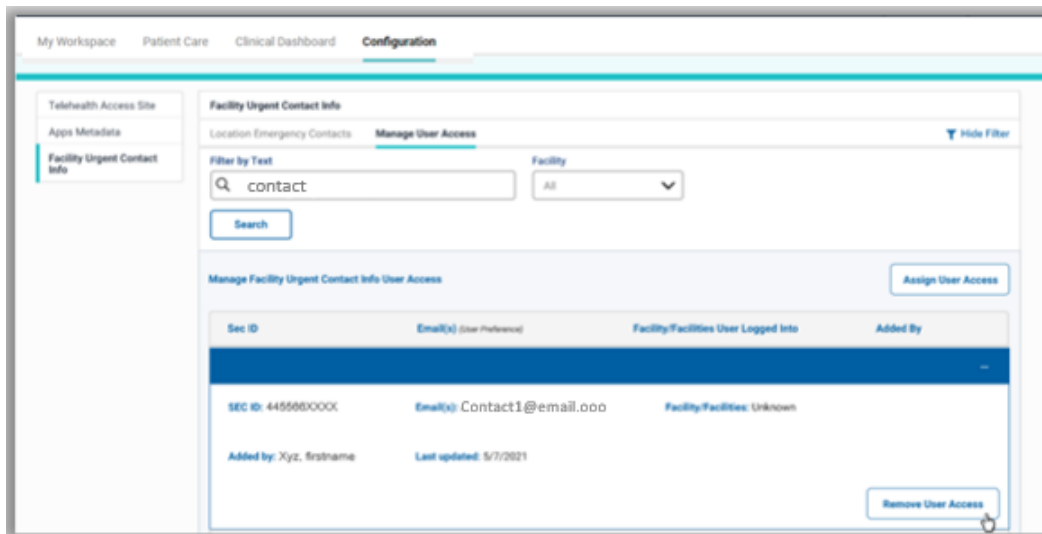
Once “Show Filter” is selected, two filters display: “Filter by Text” and “Facility”. One or both fields may be used to narrow the list of results (see image below).



- Filter by Text:** In this field, all or part of the user’s email address may be entered to narrow the list of results. Partial entries may include all or part of the user’s name, as it appears in their email address. In the examples in the image above, partial results could include “VA Staff”, “staff” or “staff1”. The more specific or unique the term entered in the filter is, the more the list results will be narrowed.
- Filter by Facility:** The filtered results can be further narrowed by selecting one of the facilities that the user is known to log into. If the first letter of the facility name is known, it can be entered into the dropdown field to jump to facilities starting with that same letter to facilitate the selection from the dropdown menu. Otherwise, you may scroll through the facility results.



Select any staff member in the list and select the plus sign to expand the staff member's information for more details (see image below), including last date information was updated, and to take additional actions described in detail under "Remove Access" below.



### 7.2.2.3 Add user access to Location Emergency Contacts:

As seen in the images above, the "Assign User Access" button is displayed in "Manage User Access" regardless of whether the filter is shown or hidden. Selecting "Assign User Access" opens a modal with the ability to "Search by Text" and/or "Filter by Facility" to identify the staff member for which access will be granted to "Location Emergency Contacts" (see image below):

**Search by Text:** In this required field, all or part of the user's email address may be entered to search for the staff member in need of access. Partial entries may include all or part of the user's name, as it appears in their email address. The more specific or unique the term entered in the search field is, the more the list results will be narrowed.

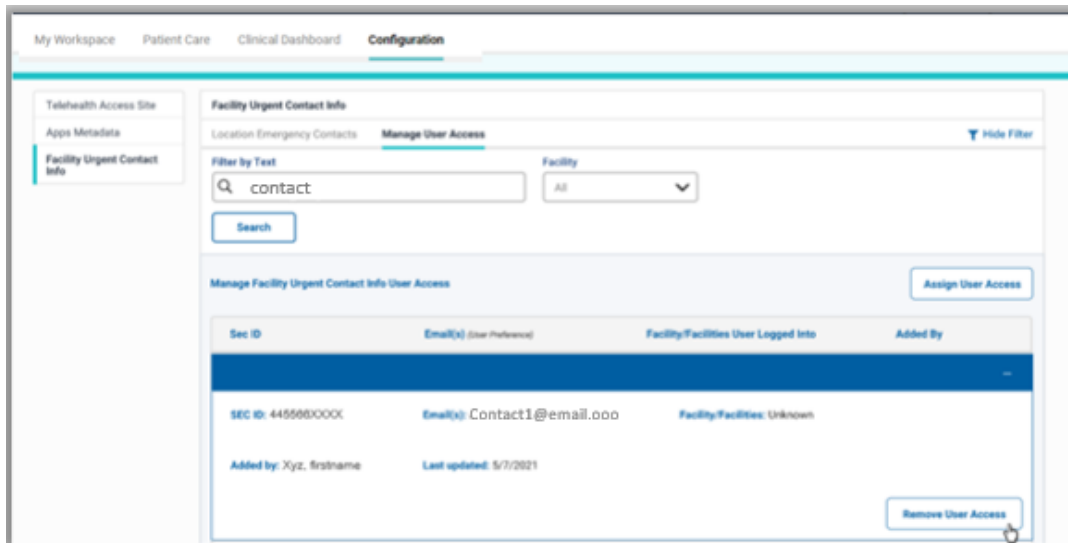
- Filter by Facility:** Filter by Facility is not required, but search results may be further narrowed by selecting one of the facilities that the user is known to log into. If the first letter of the facility name is known, it can be entered into the dropdown field to jump to facilities starting with that same letter to facilitate the selection from the dropdown menu. Otherwise, you may scroll through the facility results.

Upon selecting the “Search” button, matching results will appear. If the optional facility filter is not applied, the same user may appear multiple times if he/she logs into multiple facilities. In the example below, this all-facilities search for “VA Staff” produced a result for the desired staff member with a unique name. The “Select” button next to the staff’s name is clicked and selecting “Assign” will then assign access to the selected staff for “Location Emergency Contacts”. If a staff member appears in the search multiple times due to affiliations with multiple VHA facilities, their name will appear in multiple rows in the search results. If the staff member is assigned as a Support User, their name will stop appearing in the search results only if all of their facility profiles have been assigned. Once a Support User is granted access to Location Emergency Contacts, they will have access at all facilities/for all facility logins, but they may continue to show up in search results if they are affiliated with multiple facilities and not all of their profiles were selected when assigning access.

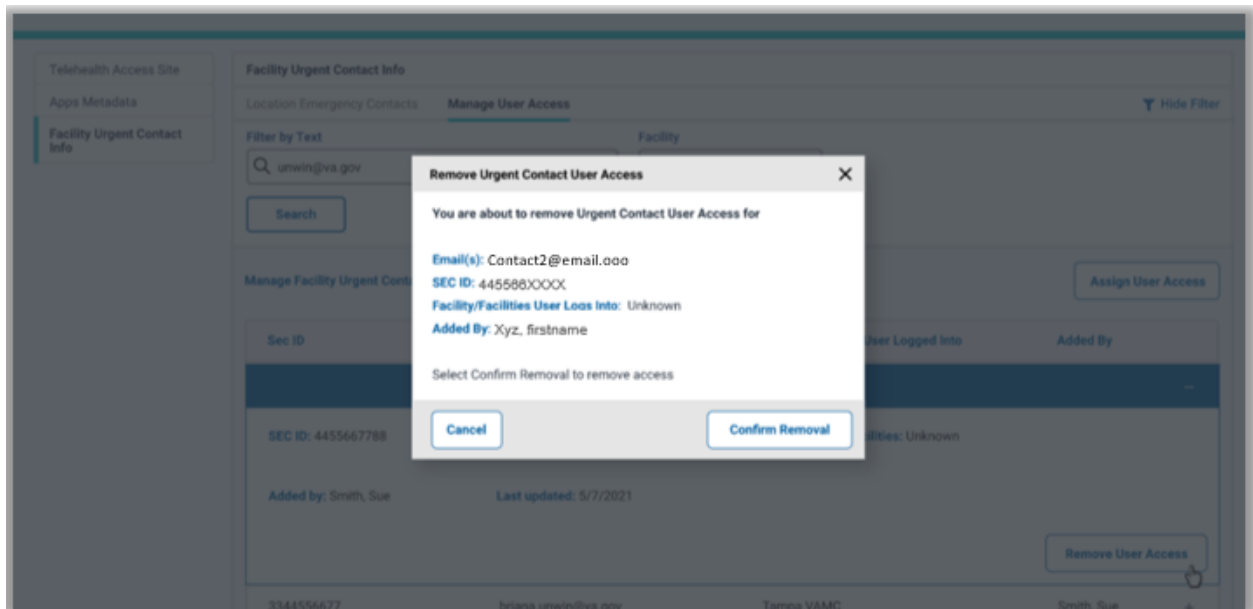
#### 7.2.2.4 Remove staff access to Location Emergency Contacts:

To remove the access of any staff member previously granted access, from the “Manage User Access” main tab, select “Show Filter” and apply the “Filter by Text” and/or “Facility” filter options to search for the desired staff (see item #2 above).

Once the staff member is identified, select the plus sign next to his/her name to expand the details on the staff member and display the option to “Remove User Access” (see image below).

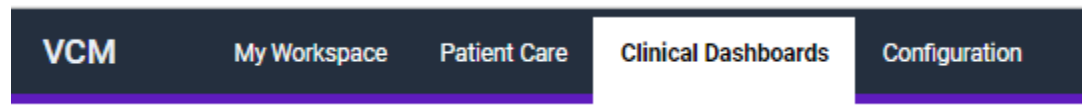


Once “Remove User Access” is selected, you will be prompted to review the information on the staff member and confirm removal of the staff member’s access to “Location Emergency Contacts” by selecting the “Confirm Removal” button, bottom right (see image below). If you’d like to maintain access for the staff member, select “Cancel” instead.



## 8. Clinical Dashboards

The Clinical Dashboard Tab in Virtual Care Manager provides users with access to clinical condition-specific dashboards for use by care providers. The data represented in these dashboards comes from the VA’s Corporate Data Warehouse (CDW) and from patient-generated health data (PGH) that Veterans have chosen to share with the VA through various means.



## 8.1 Available Dashboards

Within the Clinical Dashboards Tab, users will have a view of all available clinical dashboards. Available clinical dashboards may be displayed in **Tile View** or **List View**, depending on the user's preference and selection. Both **Tile** and **List View** display the name, purpose and brief description of each Clinical Dashboard, as well as the date that the dashboard data was last refreshed.

### 8.1.1 Tile View of Available Dashboards

The user may select the option to display available dashboards in **Tile View**, as shown in the image below. The display defaults to **Tile View**.

**Dashboards Available**

The dashboards available in the below menu are clinical condition-specific dashboards for use by care providers. The data represented here comes from the VA's Corporate Data Warehouse (CDW) and from patient generated health data (PGHD) that Veterans may have chosen to share with VA through various means. Not all Veterans will have shared PGHD and therefore PGHD may not display for some Veterans. The CDW is not the authoritative electronic health record data source and may have delays and some discrepancies from what is in the electronic health record (CPRS and/or Cerner). These dashboards should be used to gain insights, see trends, and help identify opportunities for intervention. Before any intervention, outreach, or change in care management of any Veteran occurs, the information should be validated in the patient's electronic health record and any actions taken documented in that record.

**Available Dashboards** Show Filter

**Dashboards**

- Chronic Kidney Disease Dashboard**  
**Purpose:** To find and explore cohorts of patients with CKD.  
**Description:** An initial group of patients with a diagnosis of CKD or a low eGFR is provided, and can be filtered based on numerous criteria.  
**Last Refreshed:** 08/29/2022
- Telehealth Controlled Substances Dashboard**  
**Purpose:** To find and explore cohorts of patients with active controlled substance(s) prescription(s) by telehealth within the past year.  
**Description:** An initial group of patients with an active controlled substance prescription by telehealth (telephone or video-to-home) along with information on previous visits with the prescriber is provided, and can be filtered based on numerous criteria.  
**Last Refreshed:** 08/29/2022
- Remote Temperature Monitoring Eligibility**  
**Purpose:** To find and explore cohorts of patients who are candidates for a remote temperature monitoring mat.  
**Description:** An initial group of patients with a diagnosis of a non-healing foot ulcer is provided and can be filtered based on numerous criteria.  
**Last Refreshed:** 08/29/2022

### 8.1.2 List View of Available Dashboards

The user may select the option to display available dashboards in **List View**, as shown in the image below.

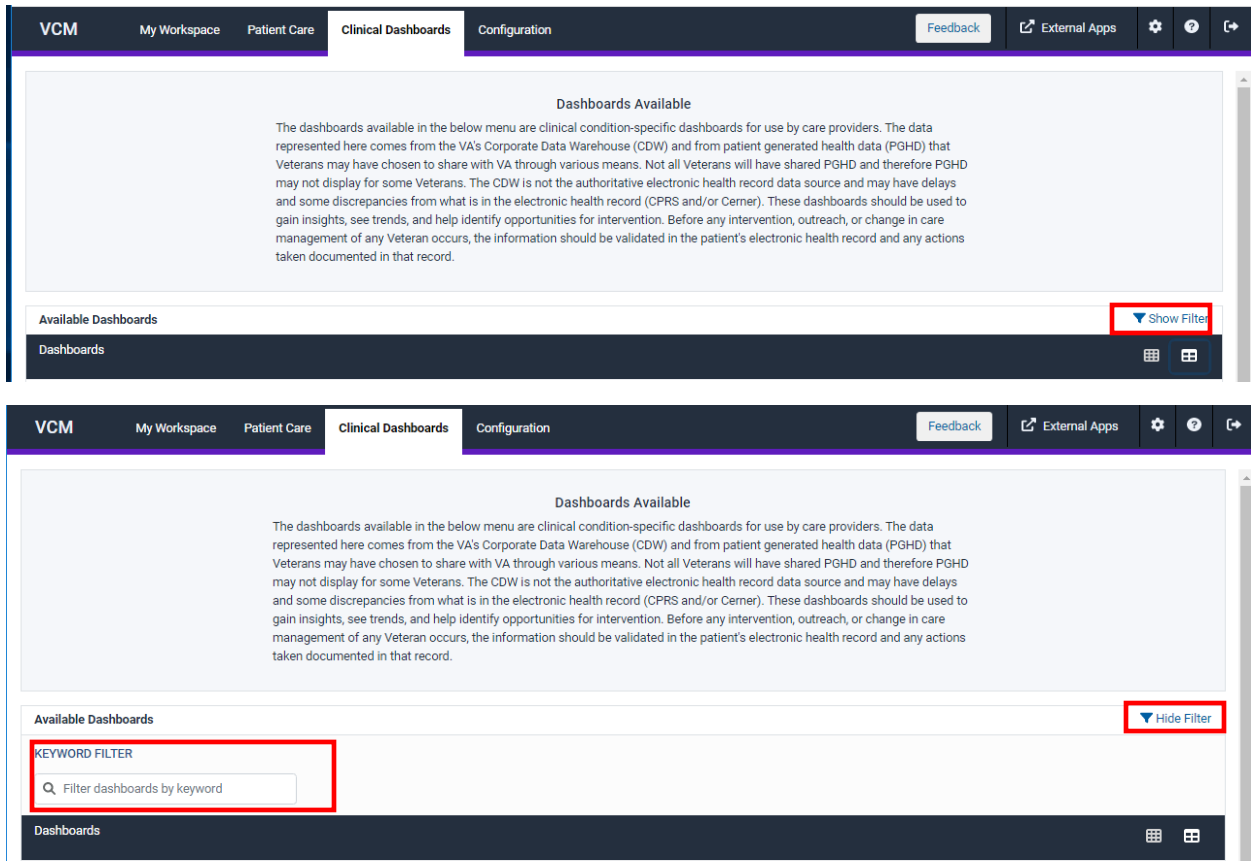
Available Dashboards <span>Show Filter</span>		
Dashboards		
Title	Purpose	Last Refreshed
Chronic Kidney Disease Dashboard	To find and explore cohorts of patients with CKD.	08/29/2022
<b>Description:</b> An initial group of patients with a diagnosis of CKD or a low eGFR is provided, and can be filtered based on numerous criteria.		
Telehealth Controlled Substances Dashboard	To find and explore cohorts of patients with active controlled substance(s) prescription(s) by telehealth within the past year.	08/29/2022
<b>Description:</b> An initial group of patients with an active controlled substance prescription by telehealth (telephone or video-to-home) along with information on previous visits with the prescriber is provided, and can be filtered based on numerous criteria.		
Remote Temperature Monitoring Eligibility	To find and explore cohorts of patients who are candidates for a remote temperature monitoring mat.	08/29/2022
<b>Description:</b> An initial group of patients with a diagnosis of a non-healing foot ulcer is provided and can be filtered based on numerous criteria.		

### 8.1.3 Searching for Desired Clinical Dashboard

When searching for a specific Clinical Dashboard within Available Dashboards, the user may find that the desired Clinical Dashboard is visible within the Tile View or List View. If the desired Clinical Dashboard is



not easily found, the user may select **Show Filter** to display the **Keyword Filter** (see images below). By entering any word that is found in the title or the description of the desired report, the dashboard option(s) containing the keyword(s) searched for will display for user selection.



## 8.2 Opening a Clinical Dashboard for View

To open the desired Clinical Dashboard from **Tile View**, the user may click anywhere on the tile of the desired dashboard and the dashboard will open in a new browser. To open the desired Clinical Dashboard from **List View**, the user may click anywhere within the row where the desired dashboard is listed and the dashboard will open in a new browser.